Department of Children's Services

STATE OF TENNESSEE

Permanency Plan Enhancement Training: Phase 1

05/02/2016

Objectives

- Reduce duplication in TFACTS by focusing on strengths, needs, and action steps, rather than telling a narrative story.
- Make entry of information more intuitive and easier for workers by consolidating information to a single screen for improved workflow and efficiency.
- Integrate TFACTS functions so that information is entered once and then reused throughout the permanency planning process.

Design/Development Approach

- When TFACTS was implemented in 2010, it was largely a “feature-driven” system.
  - Feature-driven development focuses more on features or functions themselves than the integration of features/functions into a business workflow.
- Starting with the Permanency Plan project, TFACTS design/development will be “process-driven”.
  - Process-driven design/development focuses on the workflows – the way the work is actually done – and ensures the system compliments and supports the work instead of creating additional work.

Overview of Phase 1

Phase 1 of the Permanency Plan Enhancement includes changes or new functionality to the following areas:

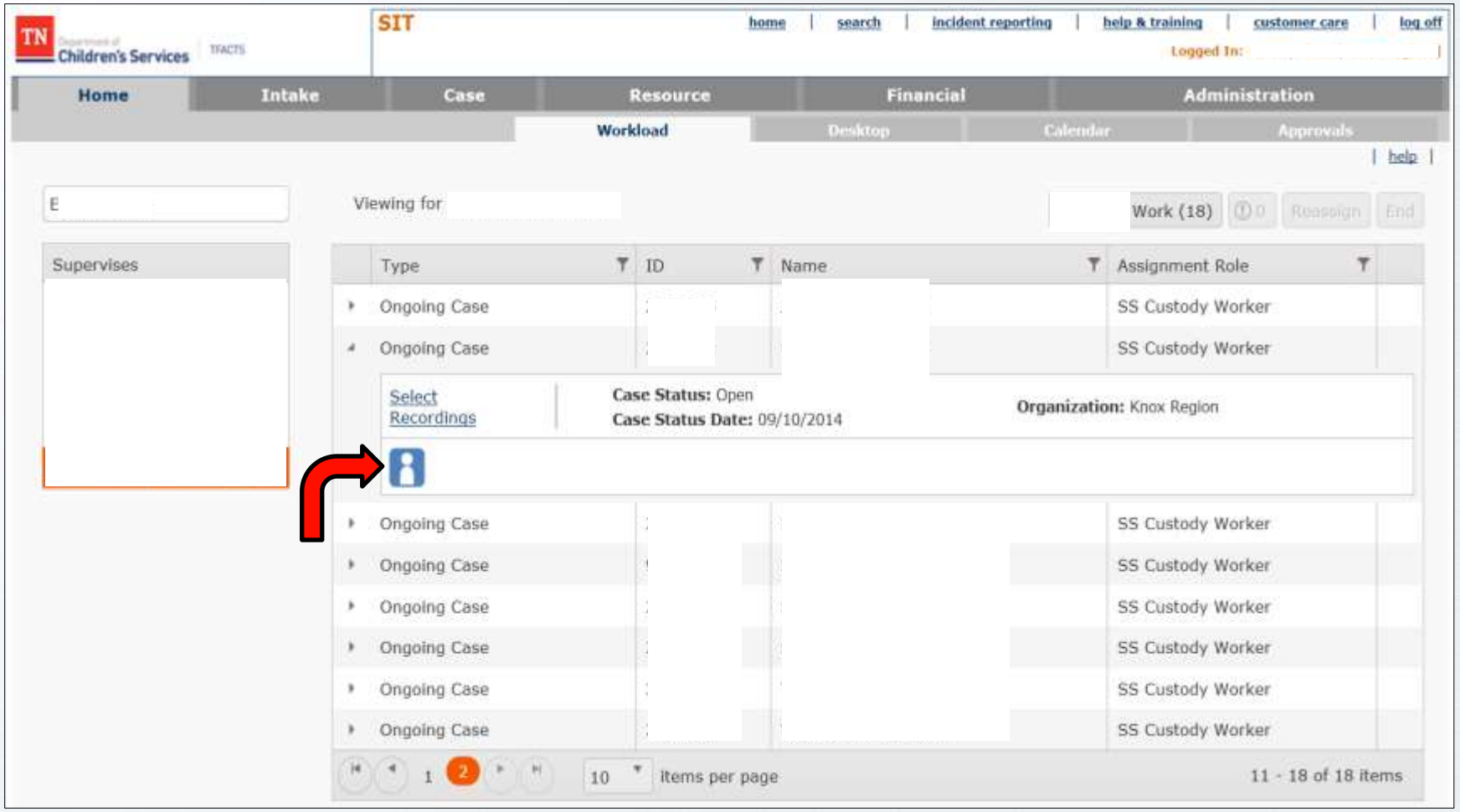
- Child and Family Team Meetings (CFTM)
- Strengths and Needs
- Action Steps
- External Assessments
- Immediate Protection Agreements
- Collateral Contacts
- Consultations

Person Overview Screen

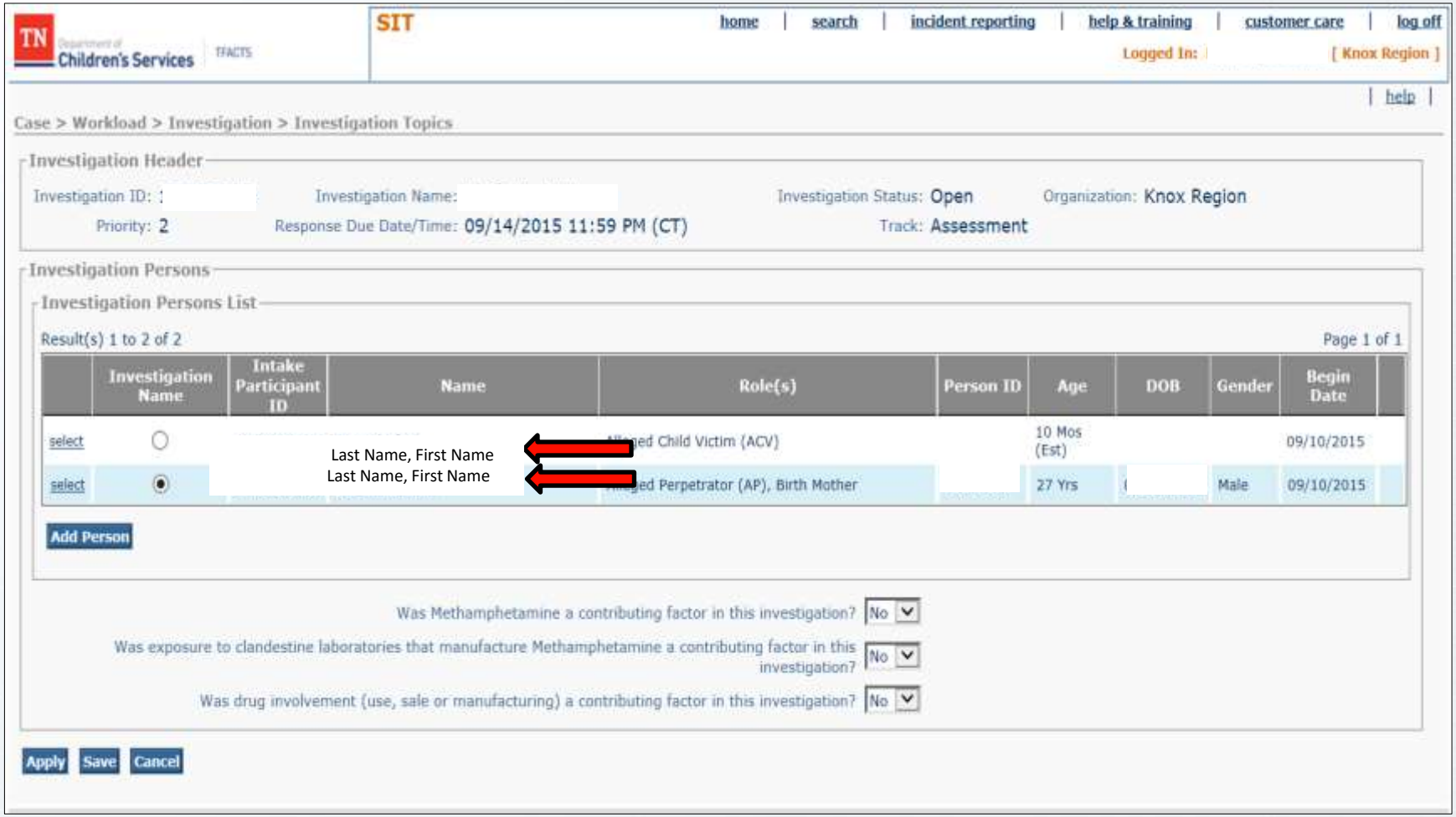
- Changes will be made to the Person Overview Screen so that it will start to function more like a “Home” page for a person.
- Allow quick/easy access to areas of TFACTS to review or record information involving a person.
- After Phase 1 implementation, you will be able to document the following from the Person Overview screen:
  - CFTM’s
  - Collateral Contacts
  - Consultations
  - External Assessments
  - IPA’s

ACCESSING THE PERSON OVERVIEW SCREEN

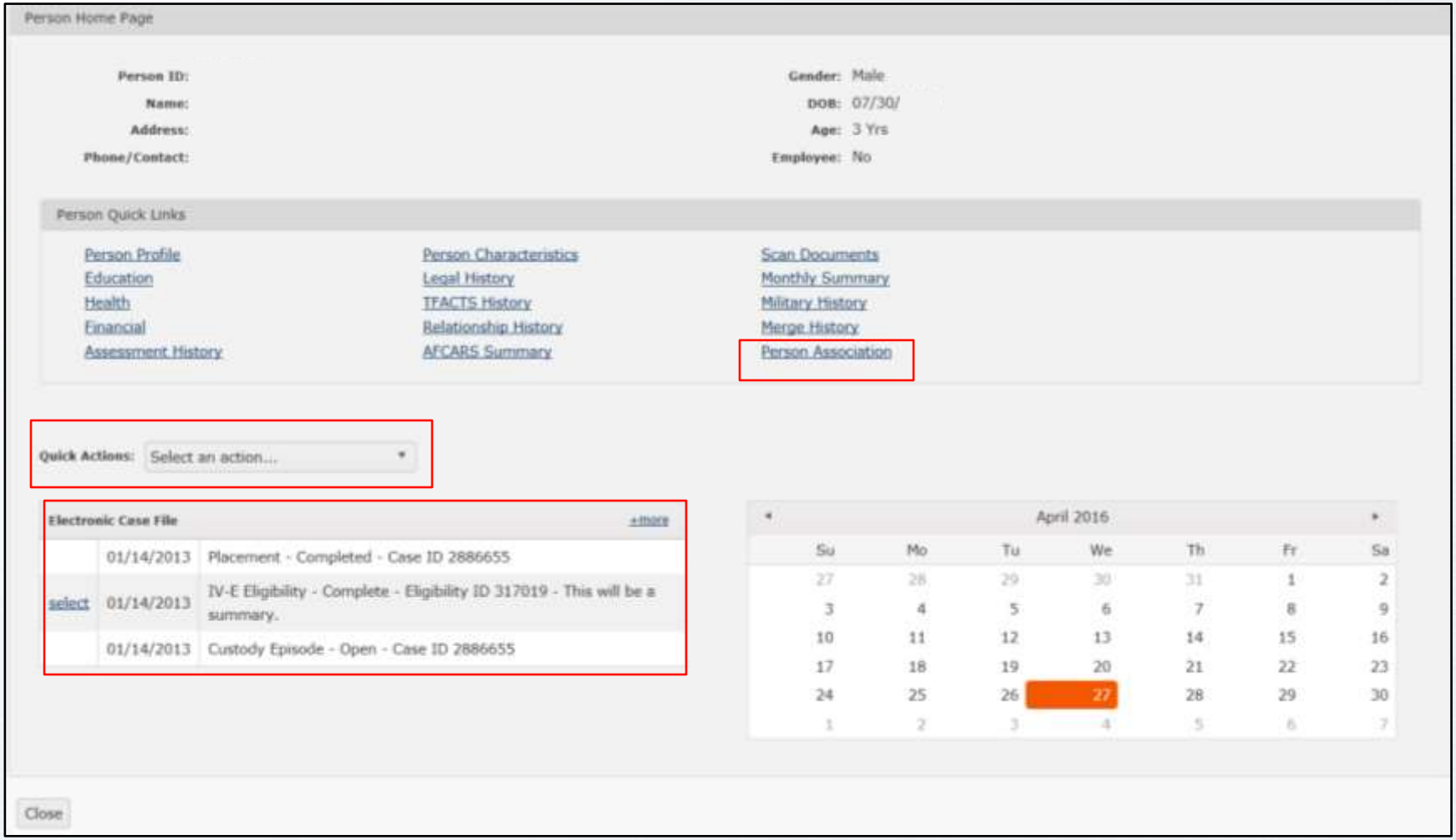
Accessing Person Overview Screen



Accessing Person Overview Screen (CPS)



Person Overview Screen



STRENGTHS & NEEDS

Strengths and Needs (formerly Concerns)

- The focus of TFACTS is changing to now be focused on the strengths, needs, and actions concerning the child and family.

- Want to target the action that was performed – “This is what we did.” “How did we find out this information?”

- Once strengths and needs are created they will populate into new actions and the user will be able to review the strength/need/action step and document movement of progress.

Strengths and Needs (Continued)

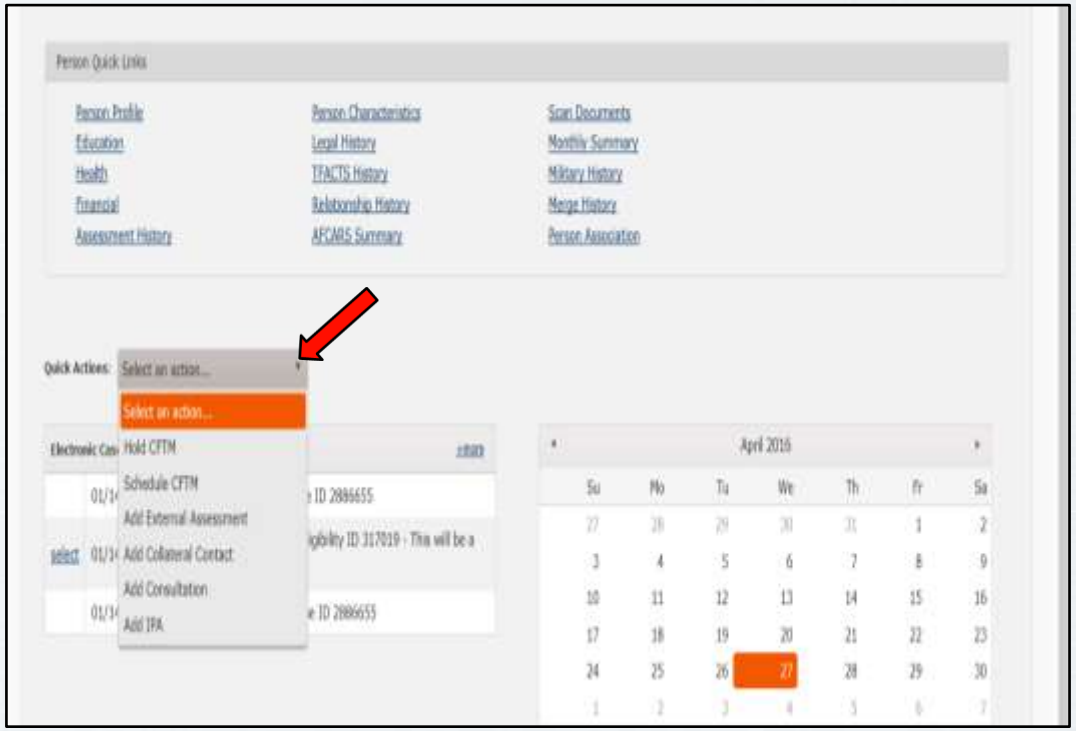
- The user can continually update the strength and need records so it will show the progress of the family in real time.

- Will provide a more current view of the strength/need/action step.

- Will be able to access historical records of strengths and needs to view progress.

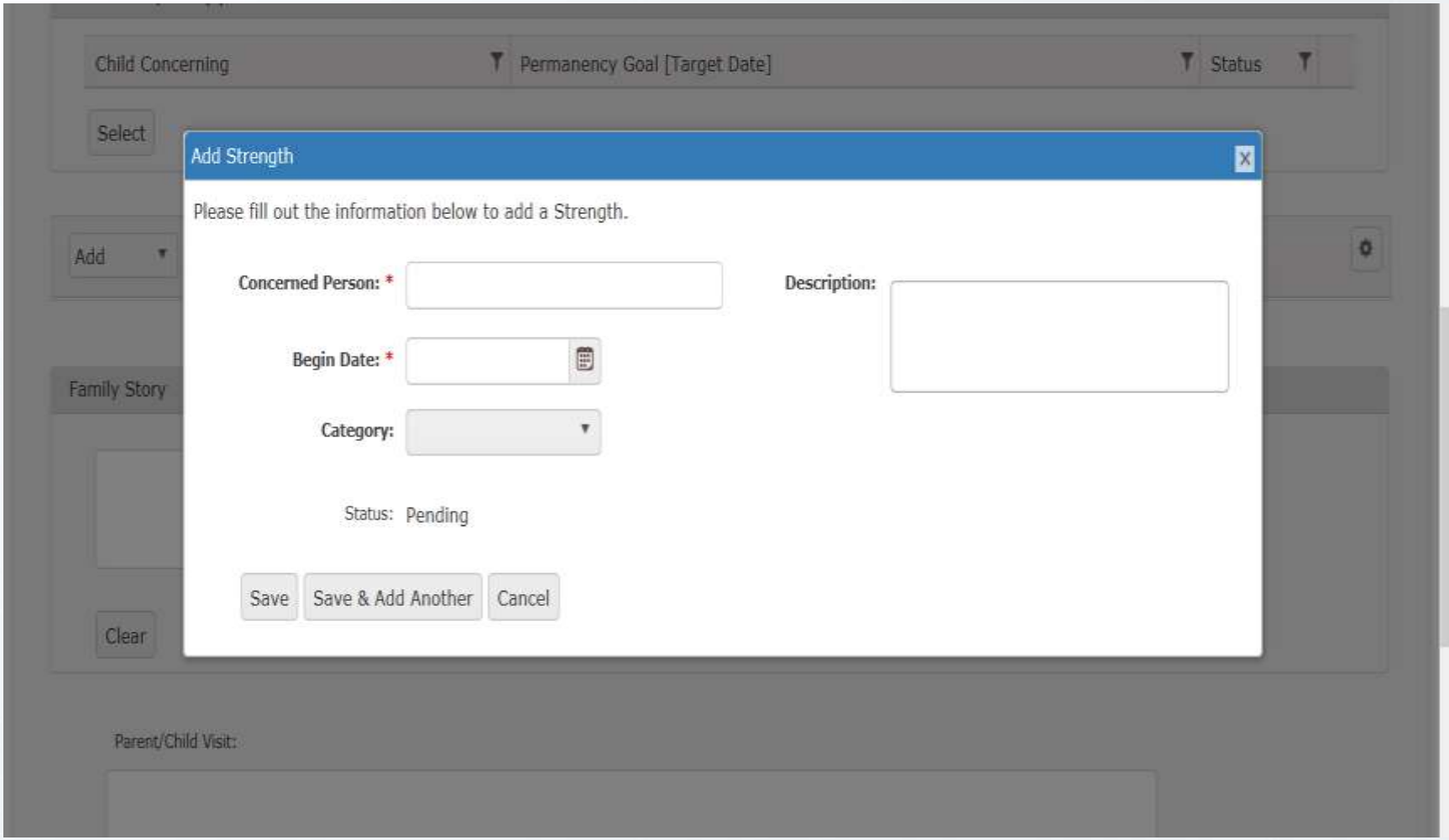
Strengths and Needs (formerly Concerns)

- Strengths and Needs can now be directly entered inside any of the “Quick Actions” that can be performed on the Person Overview screen.
- CFTM
- External Assessments
- Collateral Contacts
- Consultations
- Immediate Protection Agreements



Adding a Strength Record

Adding a Strength Record

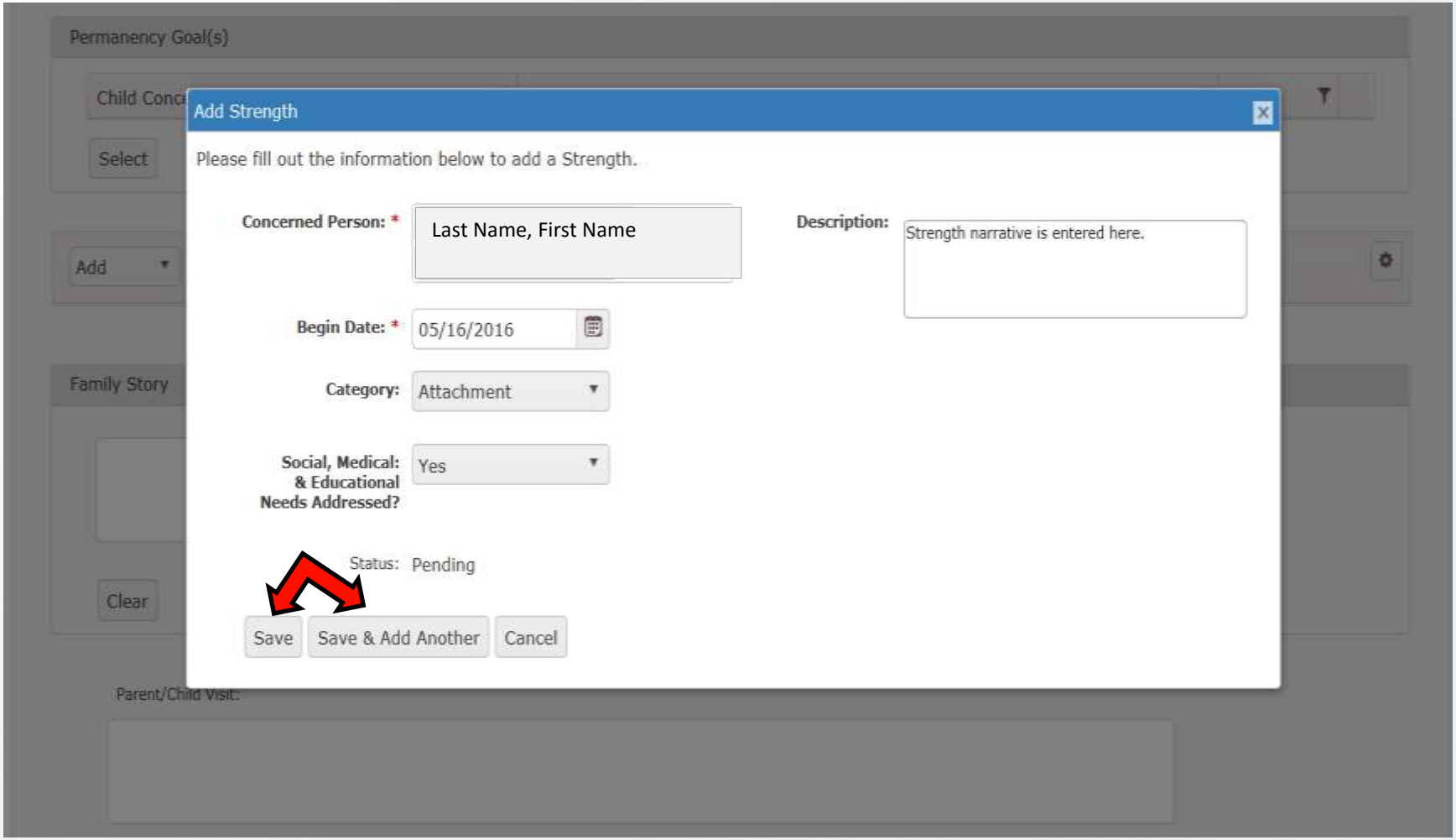


Strength & Need Categories

Strengths and Needs can be created for the following types:

- Aggression
- Assault
- Attachment
- Criminal Activity
- Danger to Others
- Delinquencies
- Developmental Delays
- Discipline
- Domestic Violence
- Education
- Emotional Abuse
- Employment
- Family Conflict
- Family Extended
- Family Functioning
- Financial Resources
- Fire Setting
- Grief/Loss
- Health Insurance
- Home Maintenance
- Immigration
- Independent Living Skills
- Job Functioning
- Marital Conflict
- Mental Health
- Neglect
- Other Behaviors
- Other Self Harm
- Parenting
- Physical Abuse
- Physical Condition of Home
- Physical Health
- Preparation for Adult Living
- Relationship
- Residential Stability
- Resources
- Runaway
- Safety
- Self Mutilation
- Sexual Abuse
- Sexual Aggression
- Sexual Offender
- Sexual Reactive
- Social Functioning
- Substance Use/Abuse
- Suicide Risk
- Support System
- Transportation
- Trauma
- Vocational

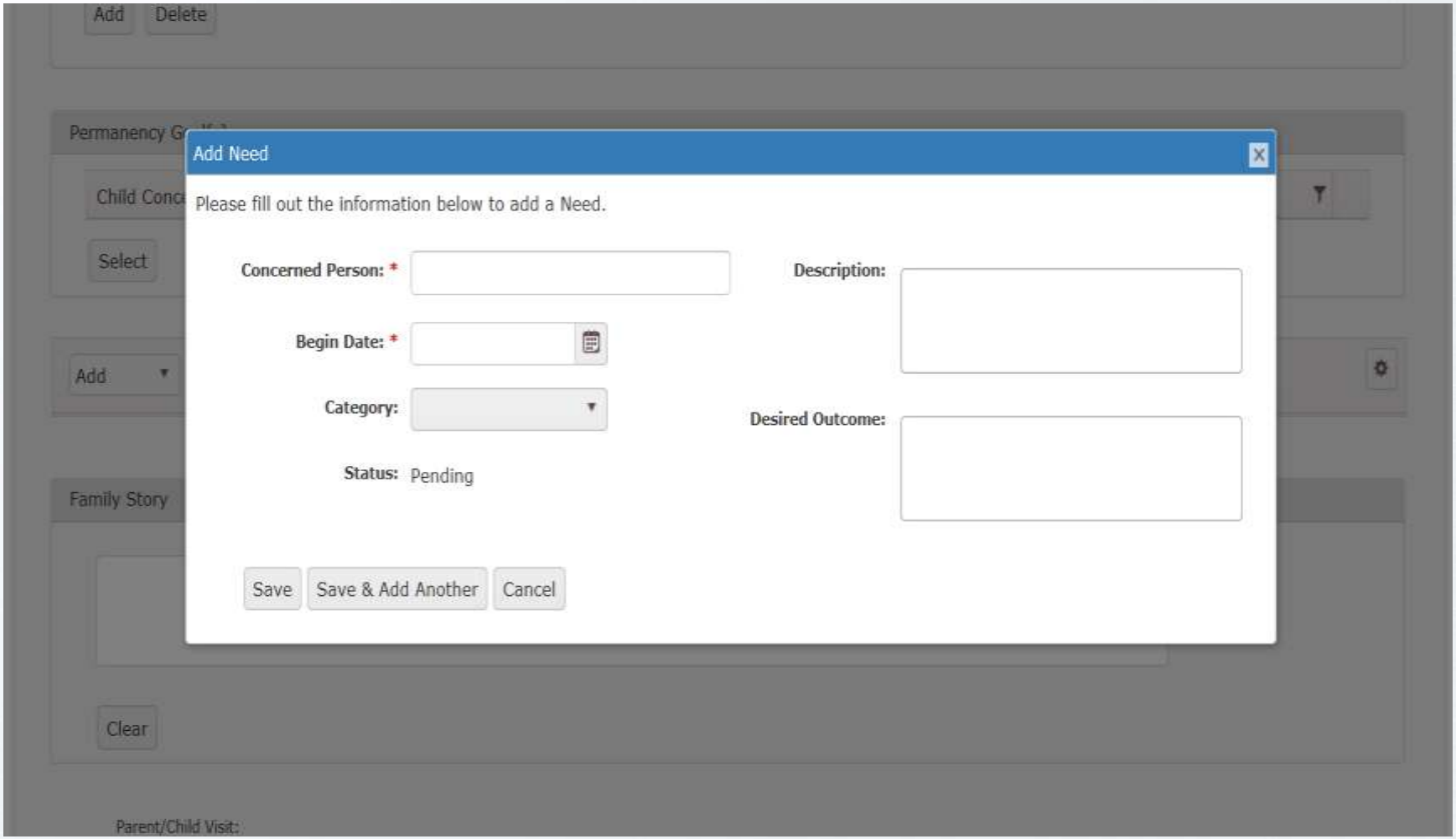
Adding a Strength Record



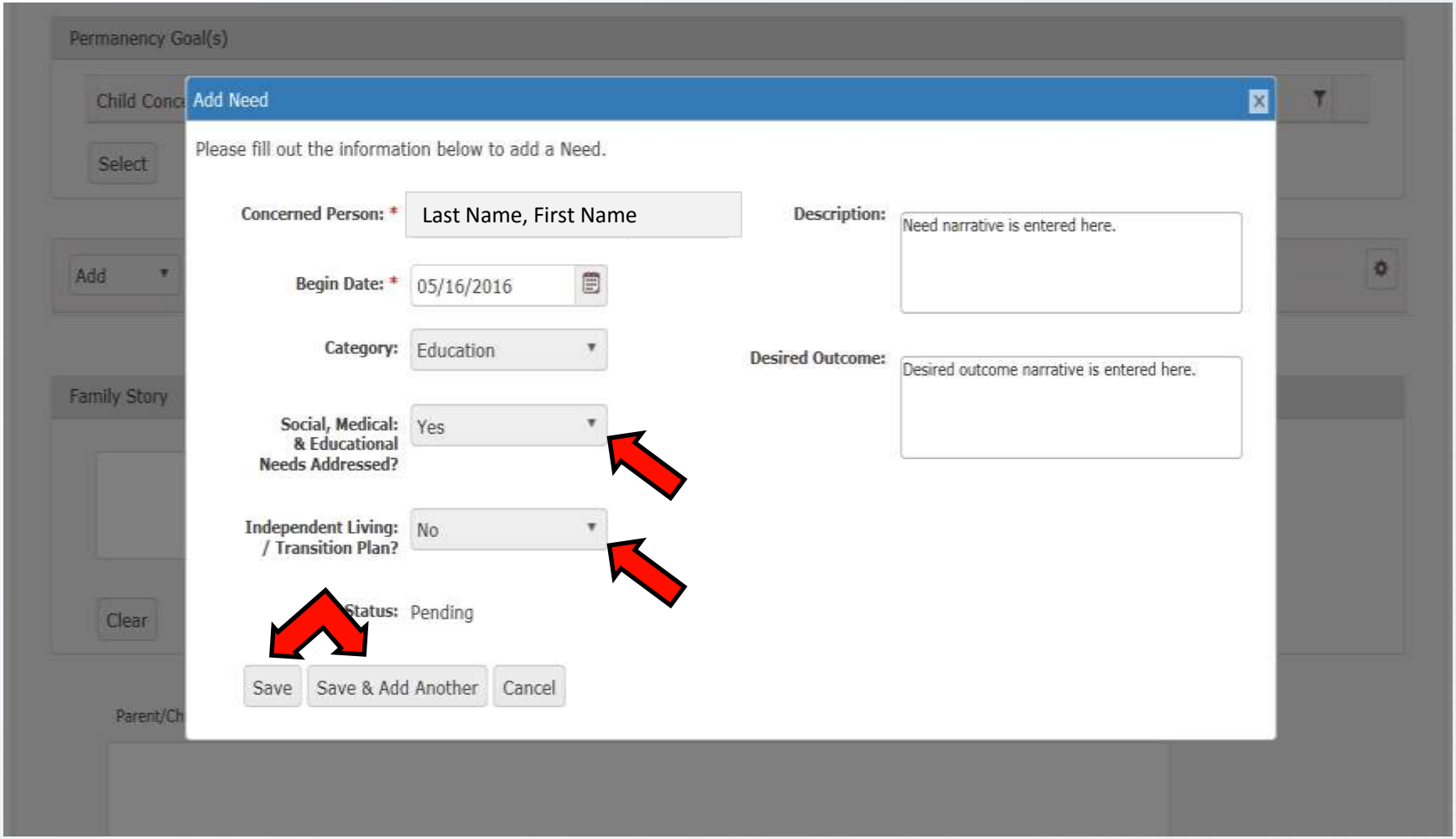
Adding a Strength Record

Adding a Need Record

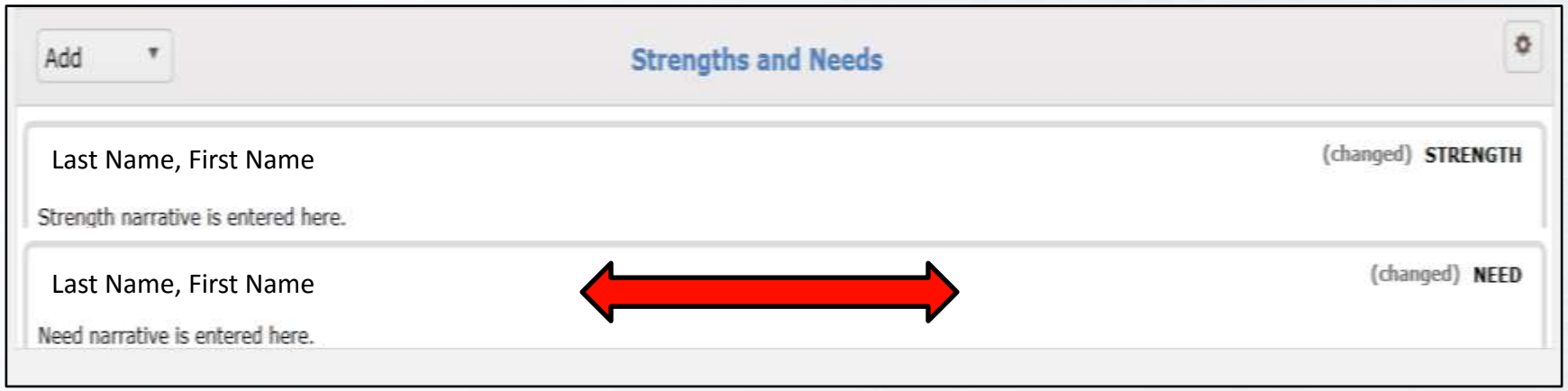
Adding a Need Record

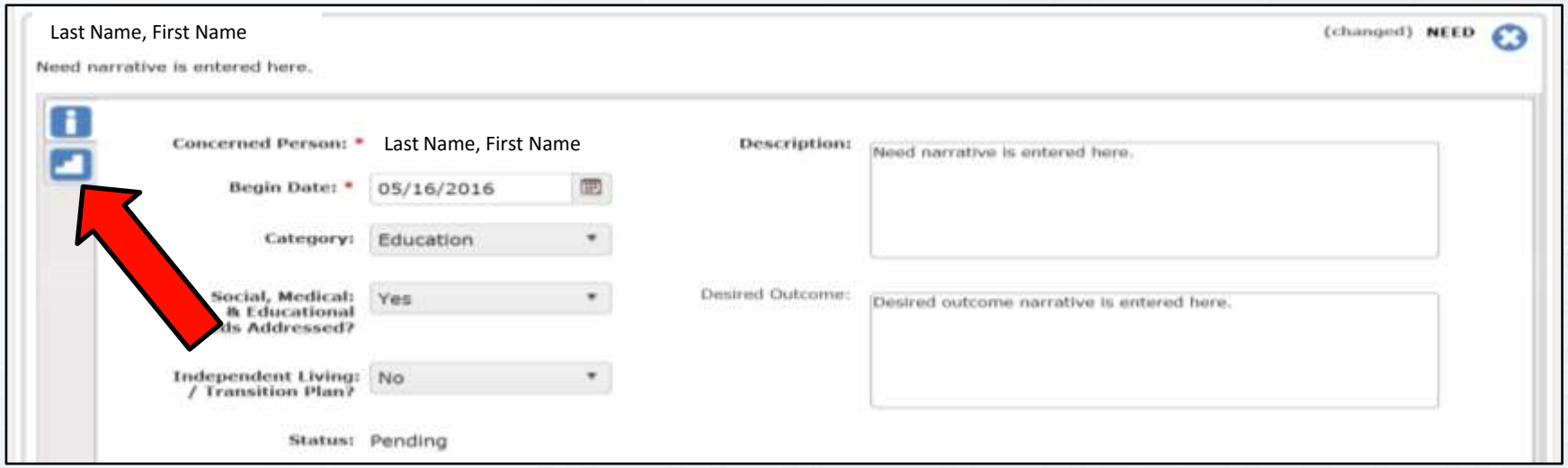


Adding a Need Record



Adding a Need Record



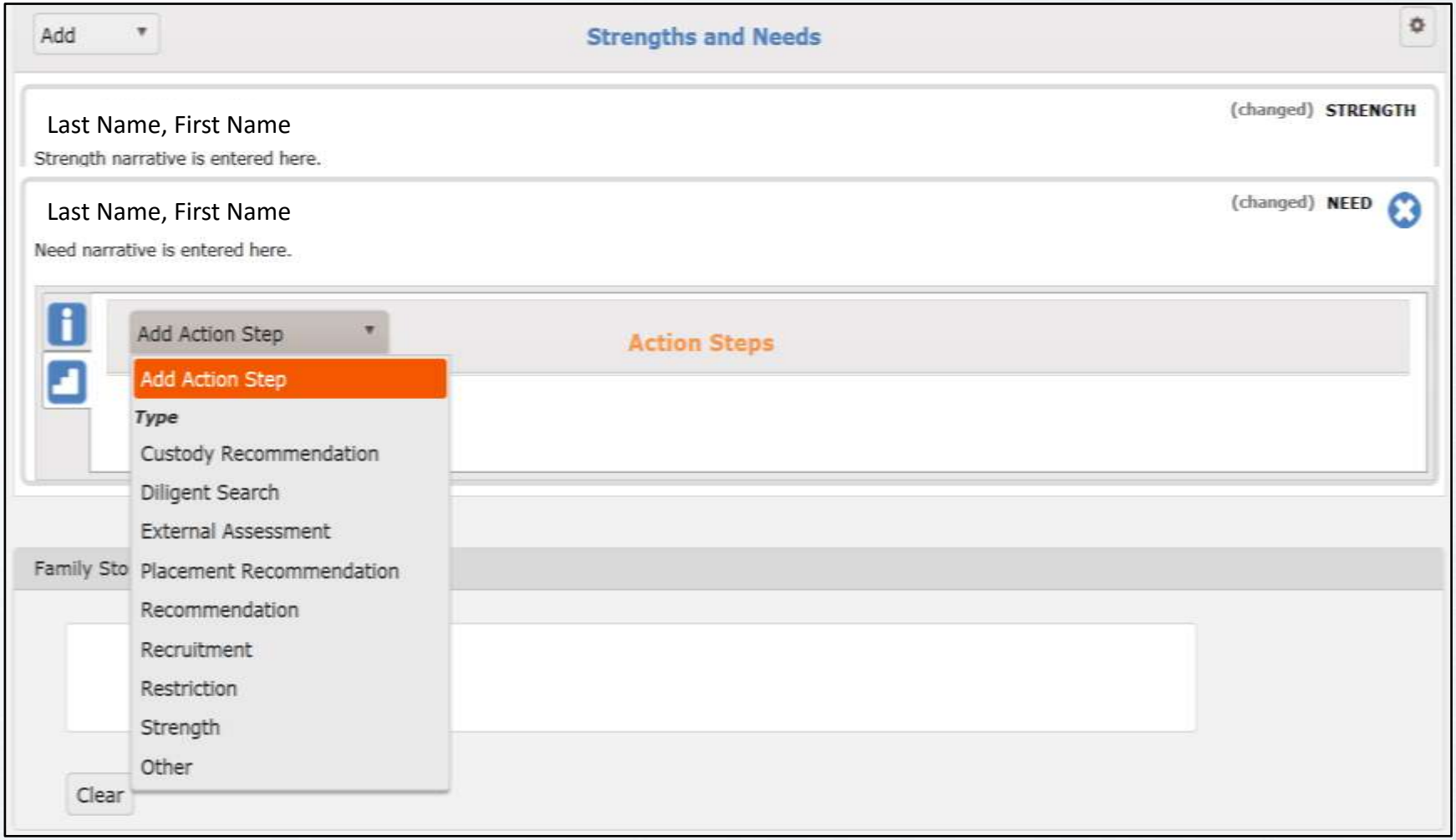


Adding Action Steps

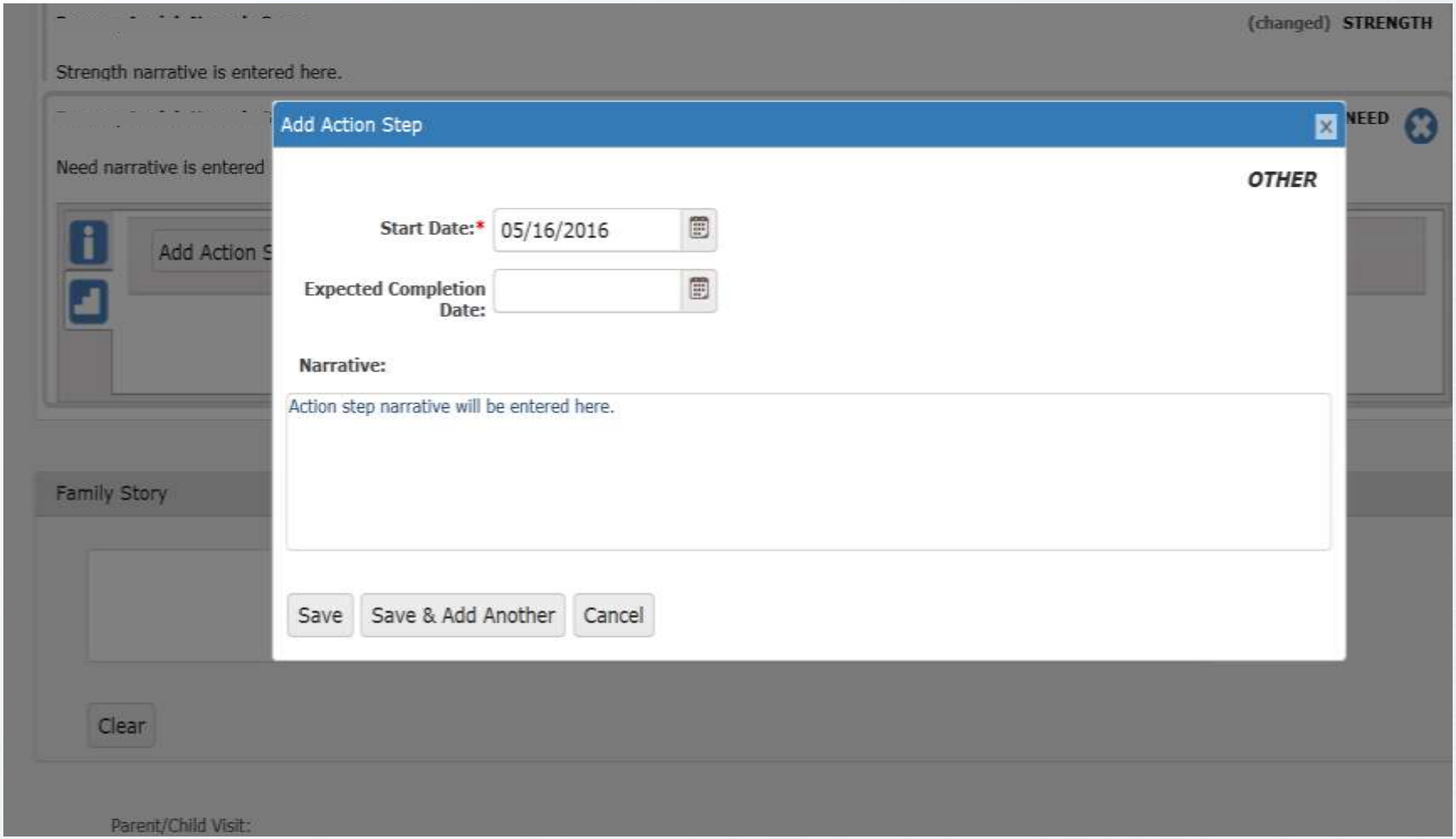
Action steps will be able to be added to Need Records using the following types:

- Custody Recommendation
- Diligent Search
- External Assessment
- Placement Recommendation
- Recommendation
- Recruitment
- Restriction
- Strength
- Other

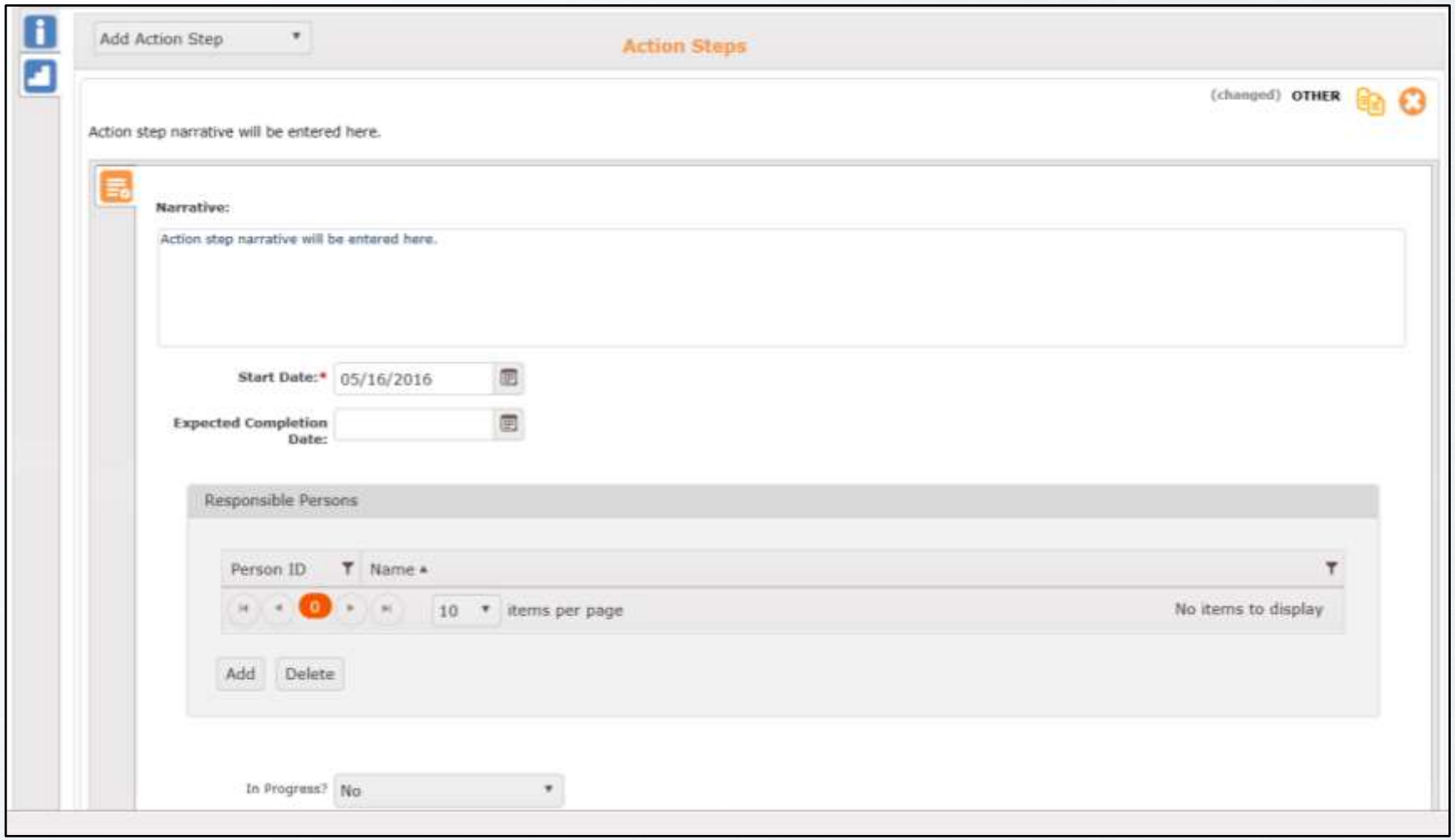
Adding Action Steps



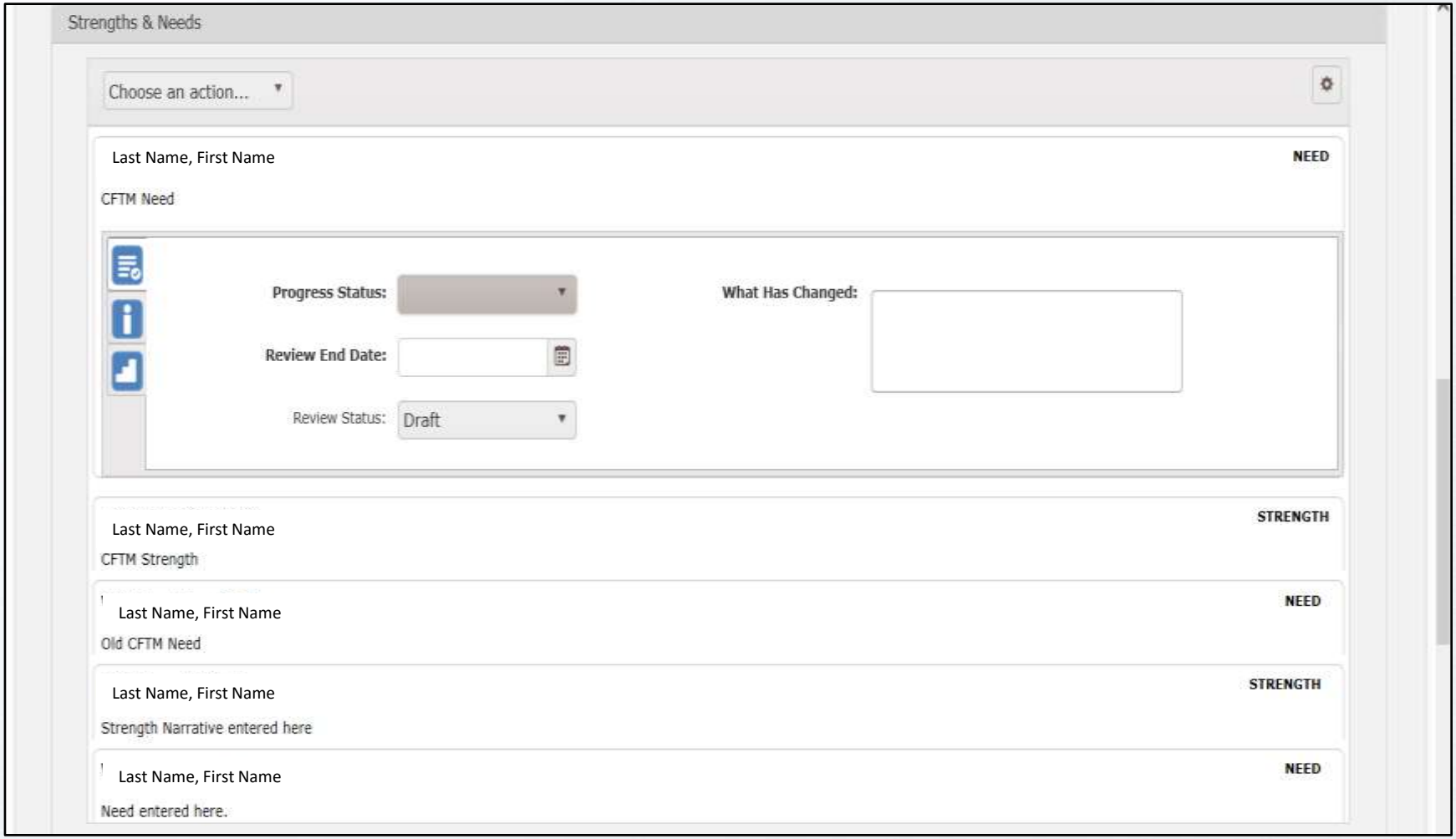
Adding Action Steps



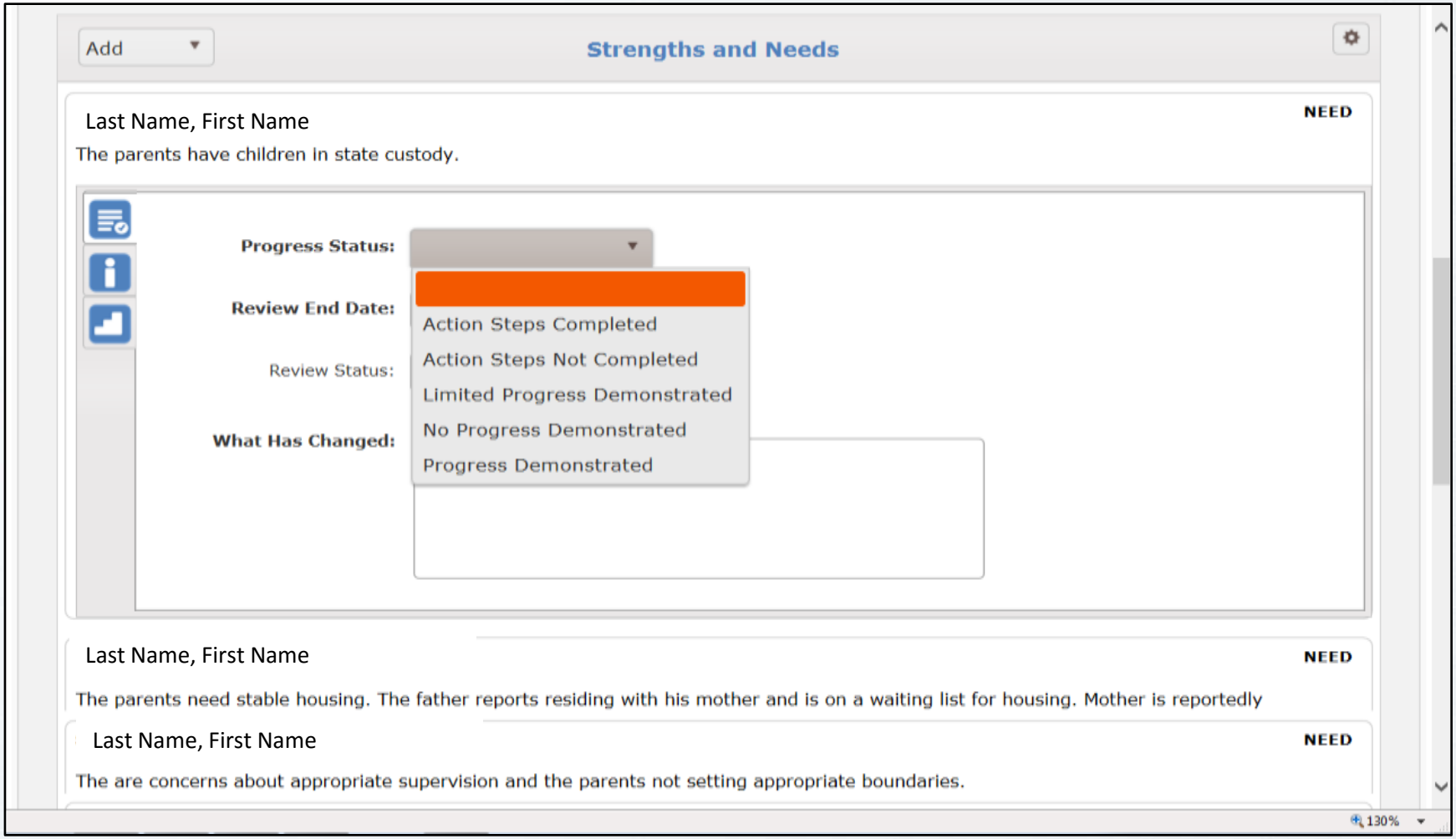
Adding Action Steps



Adding Progress



Adding Progress



QUICK ACTIONS:

Child and Family Team Meetings (CFTM)

Schedule, Reschedule, Cancel, Hold

Child and Family Team Meetings (CFTM's)

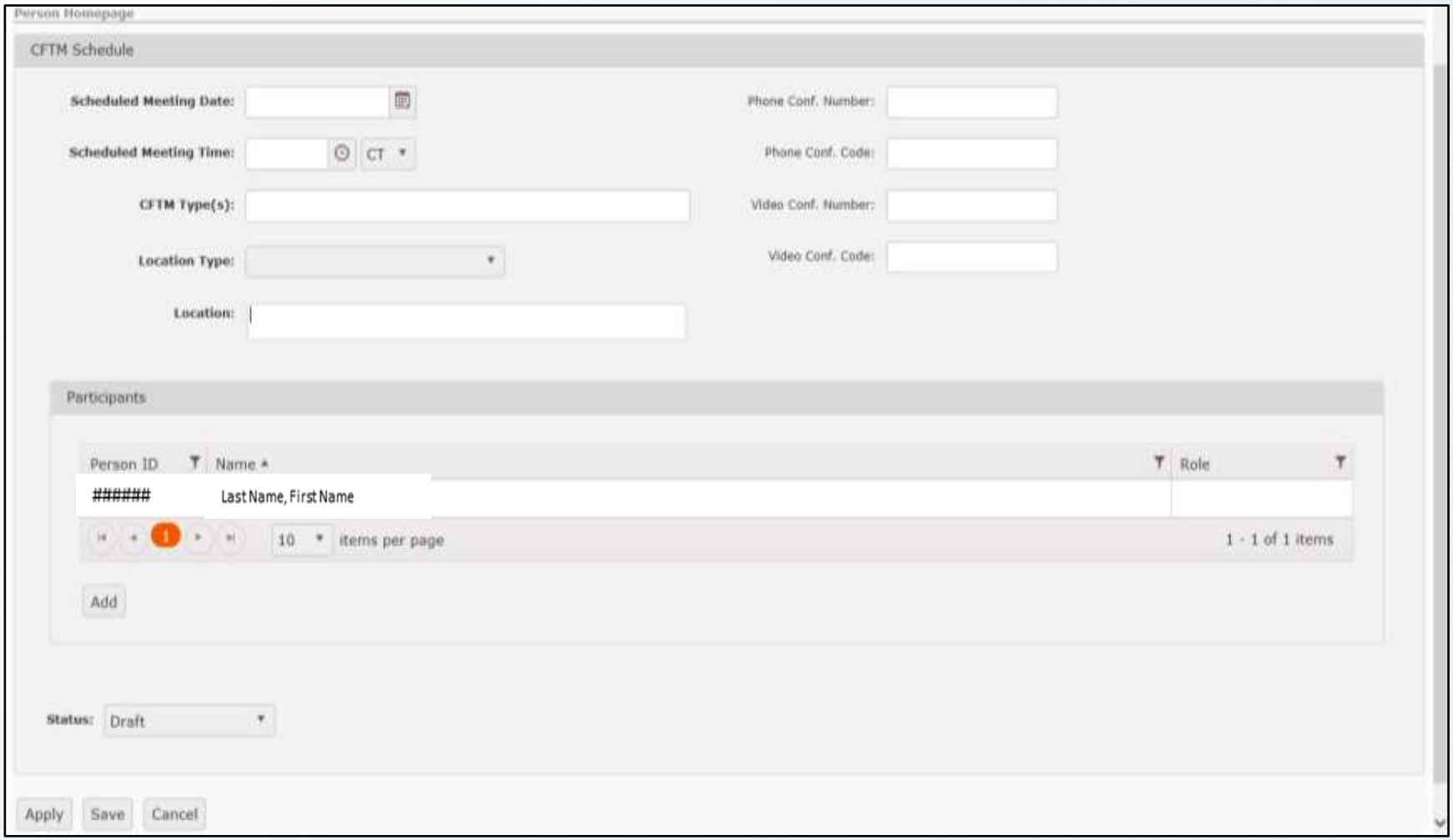
- The CFTM module of TFACTS has been completely re-designed during Phase 1.
  - You can still schedule a CFTM in TFACTS, but it will not be required in order to document the actual meeting.
  - Other options include Reschedule, Cancel, or Hold a CFTM.
  - CFTM details will now be all on one screen!

- Strengths and Needs (formerly Concerns) already recorded in TFACTS will pre-populate in the CFTM.
  - Staff won't have to re-enter.
  - Easy access to the information without having to click to a different module.
  - Can update or create new Strengths and Needs directly from the CFTM.

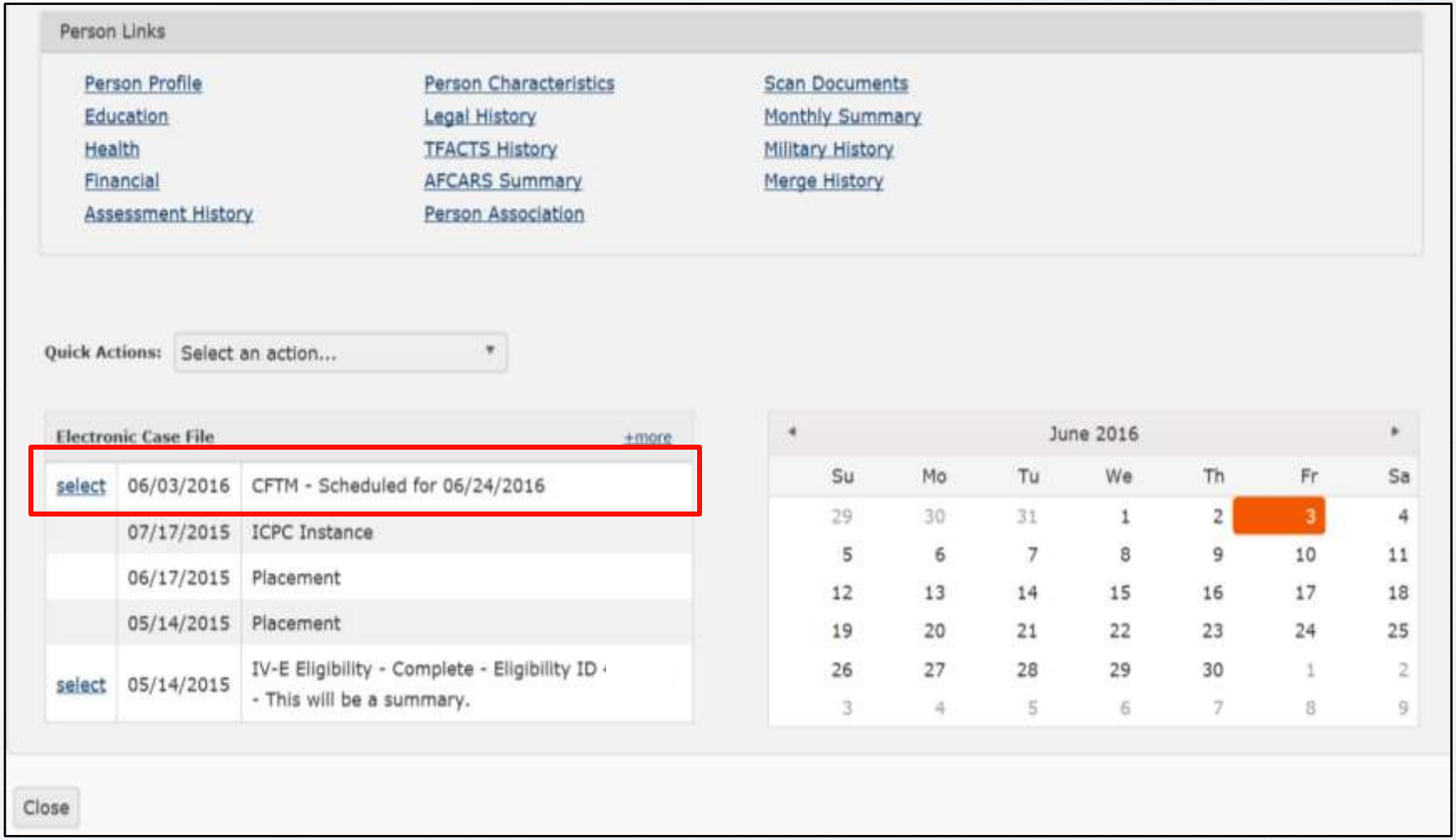
Schedule CFTM

- Choose from 28 different CFTM Types.
- Ability to select multiple CFTM types at the same time.
- Ability to designate roles and invitee status all on one screen.

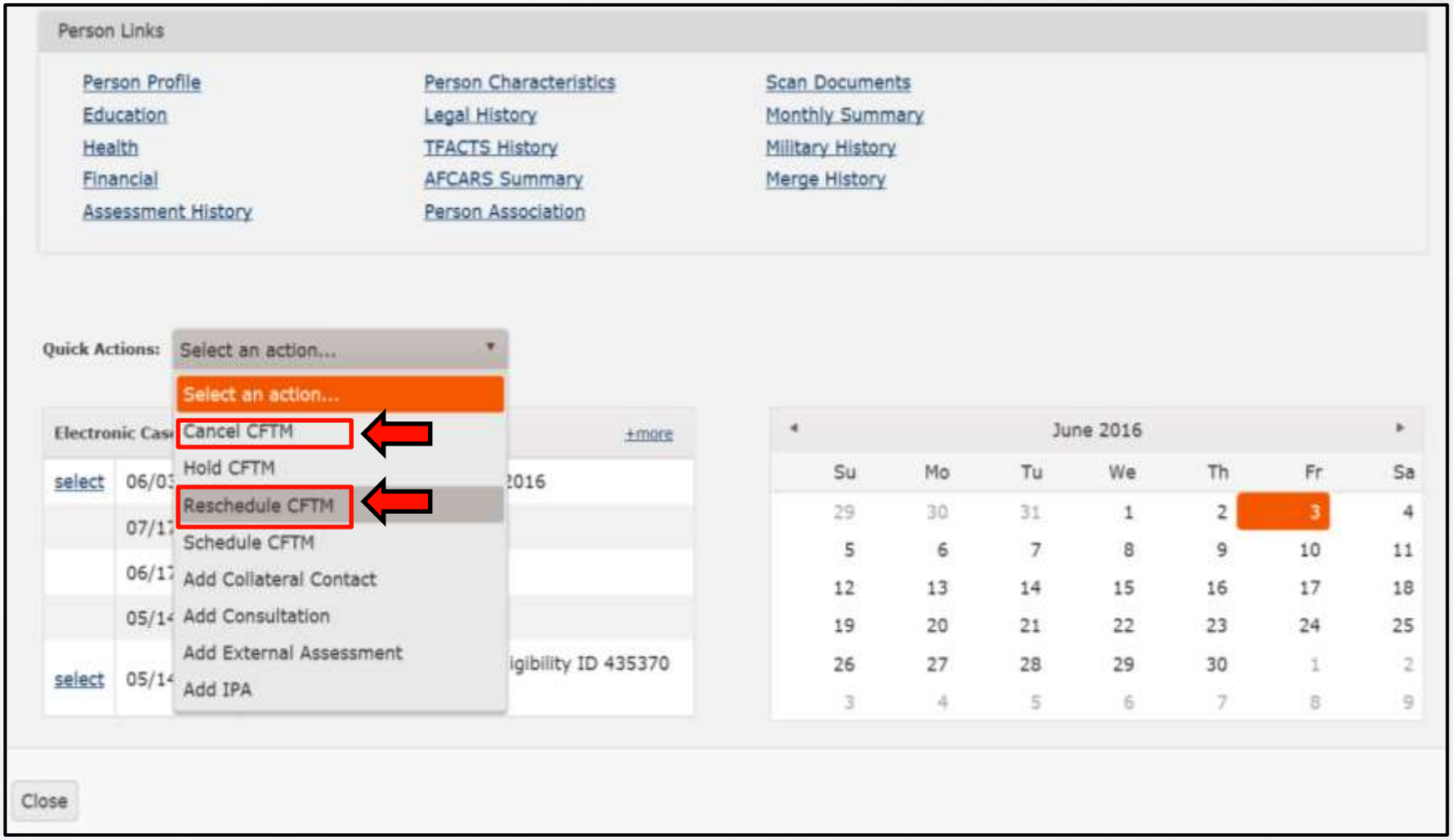
Schedule CFTM



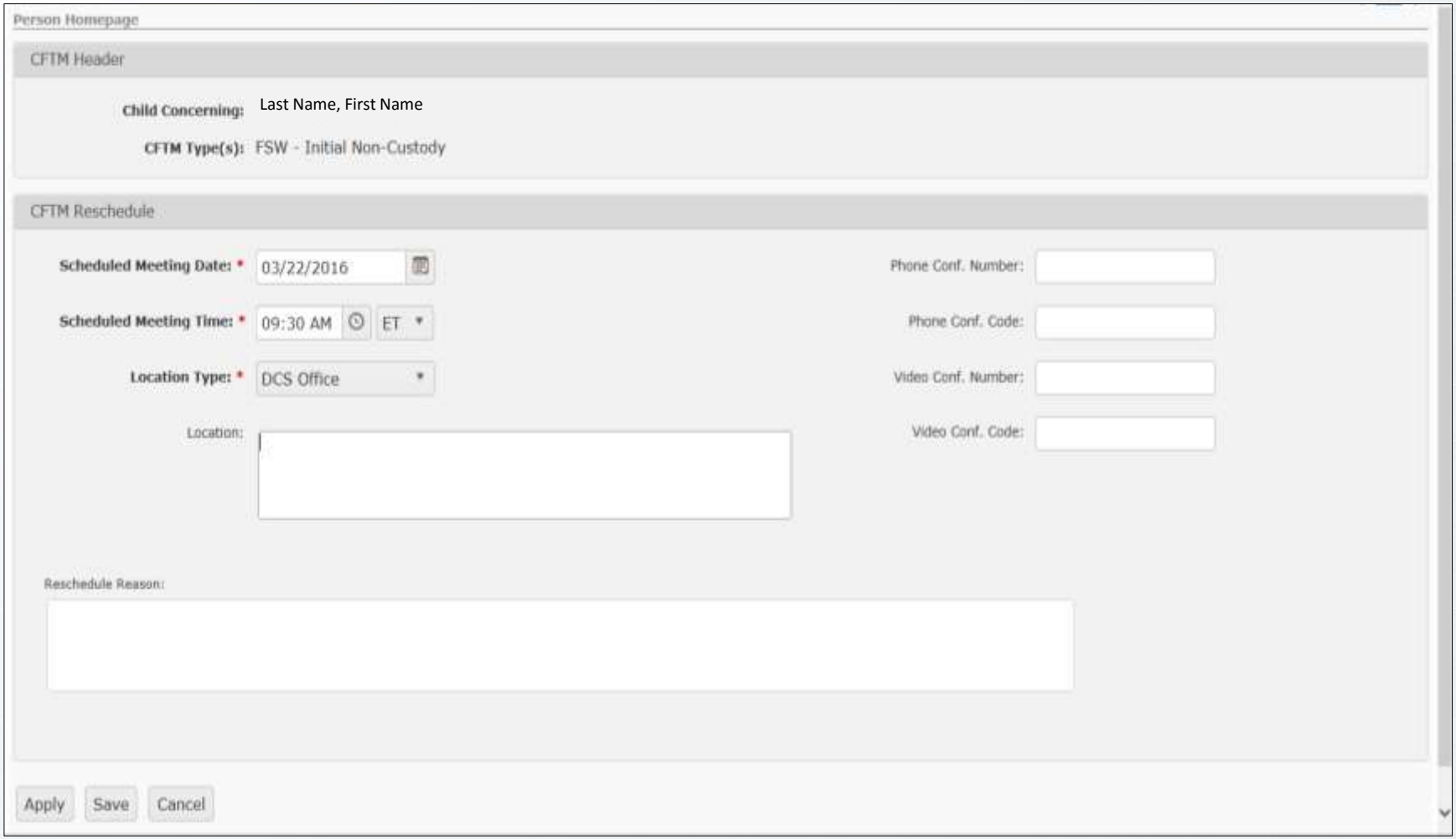
Schedule CFTM



Reschedule or Cancel CFTM

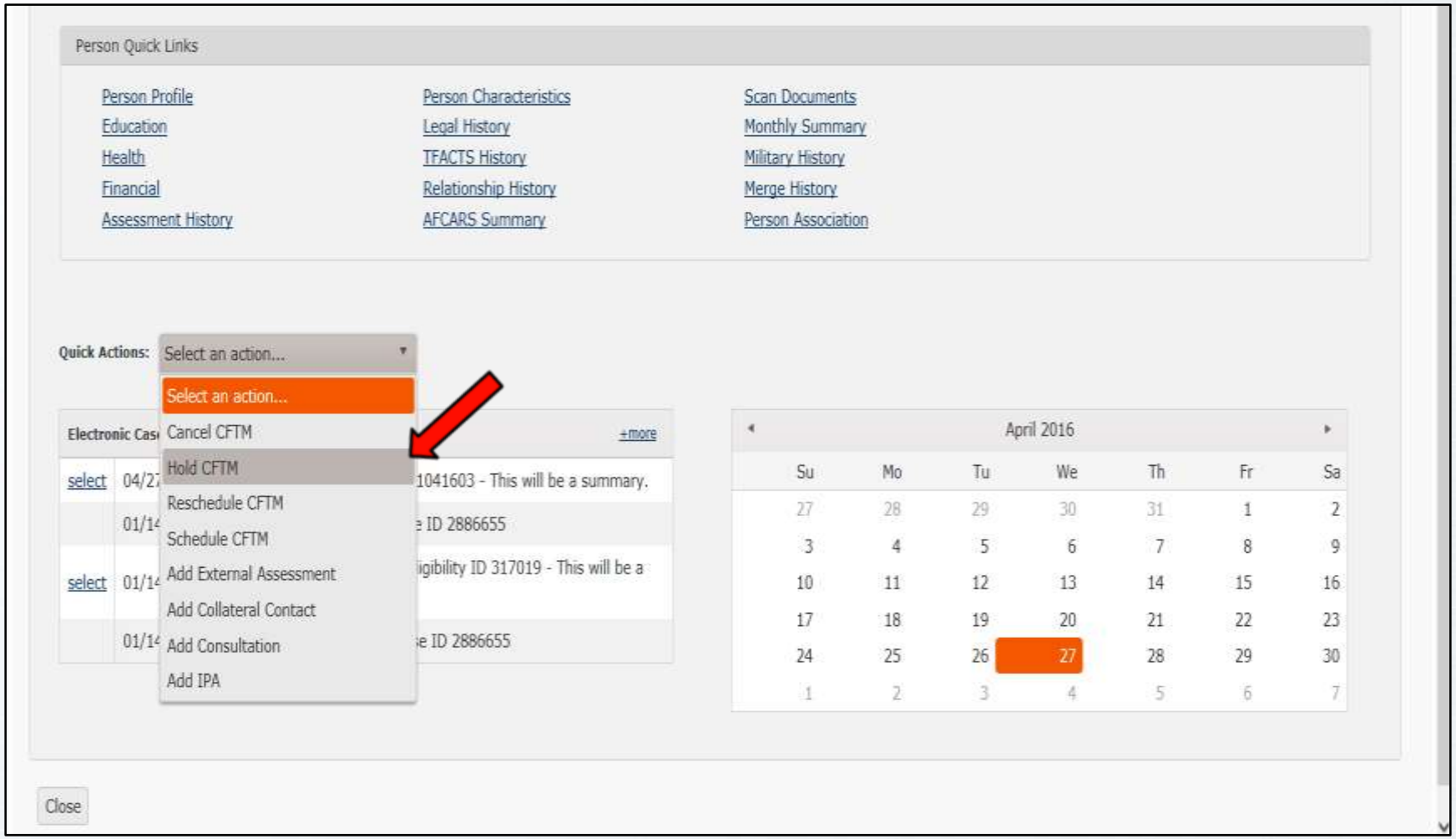


Reschedule CFTM

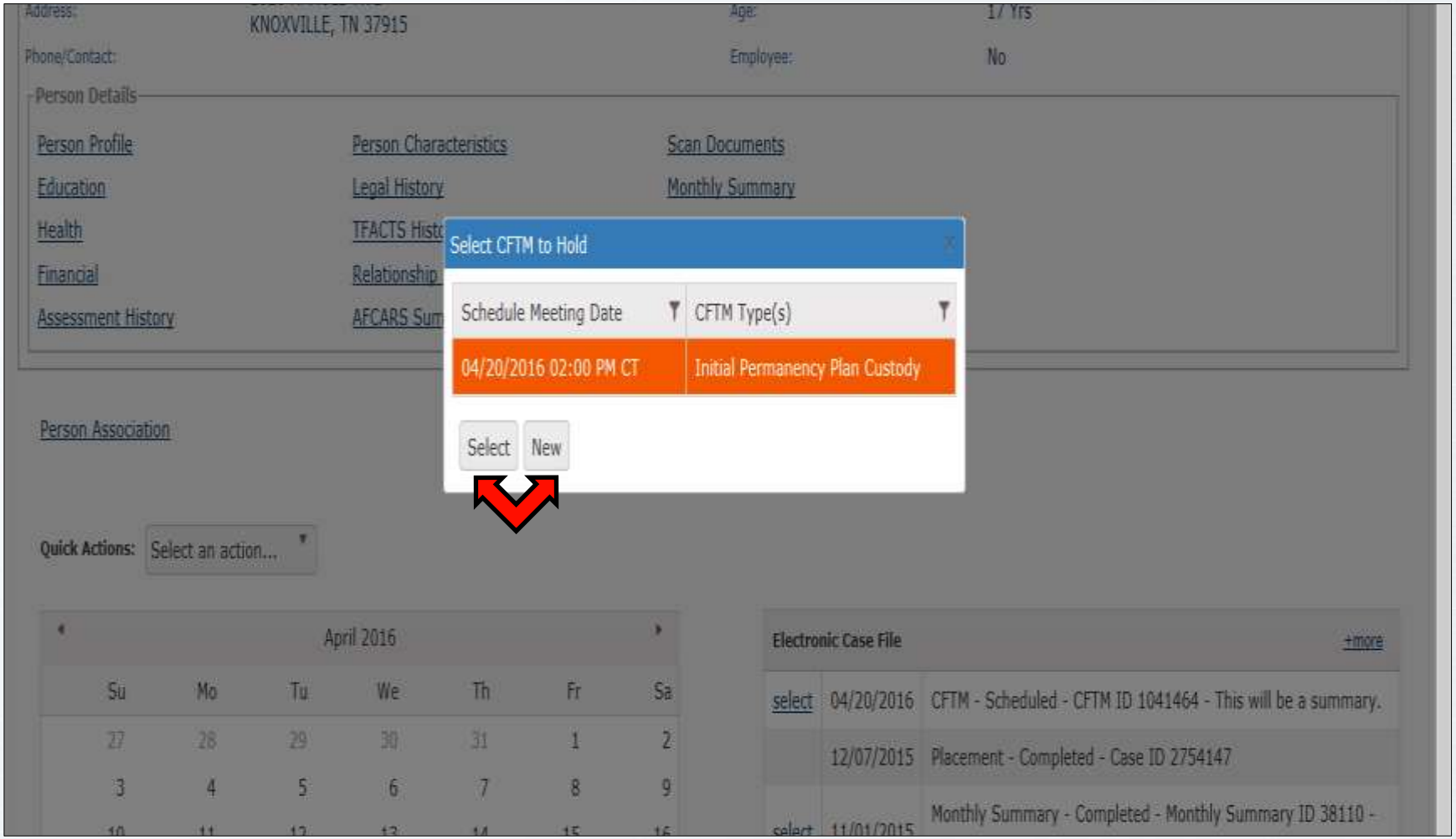


Cancel a Scheduled CFTM

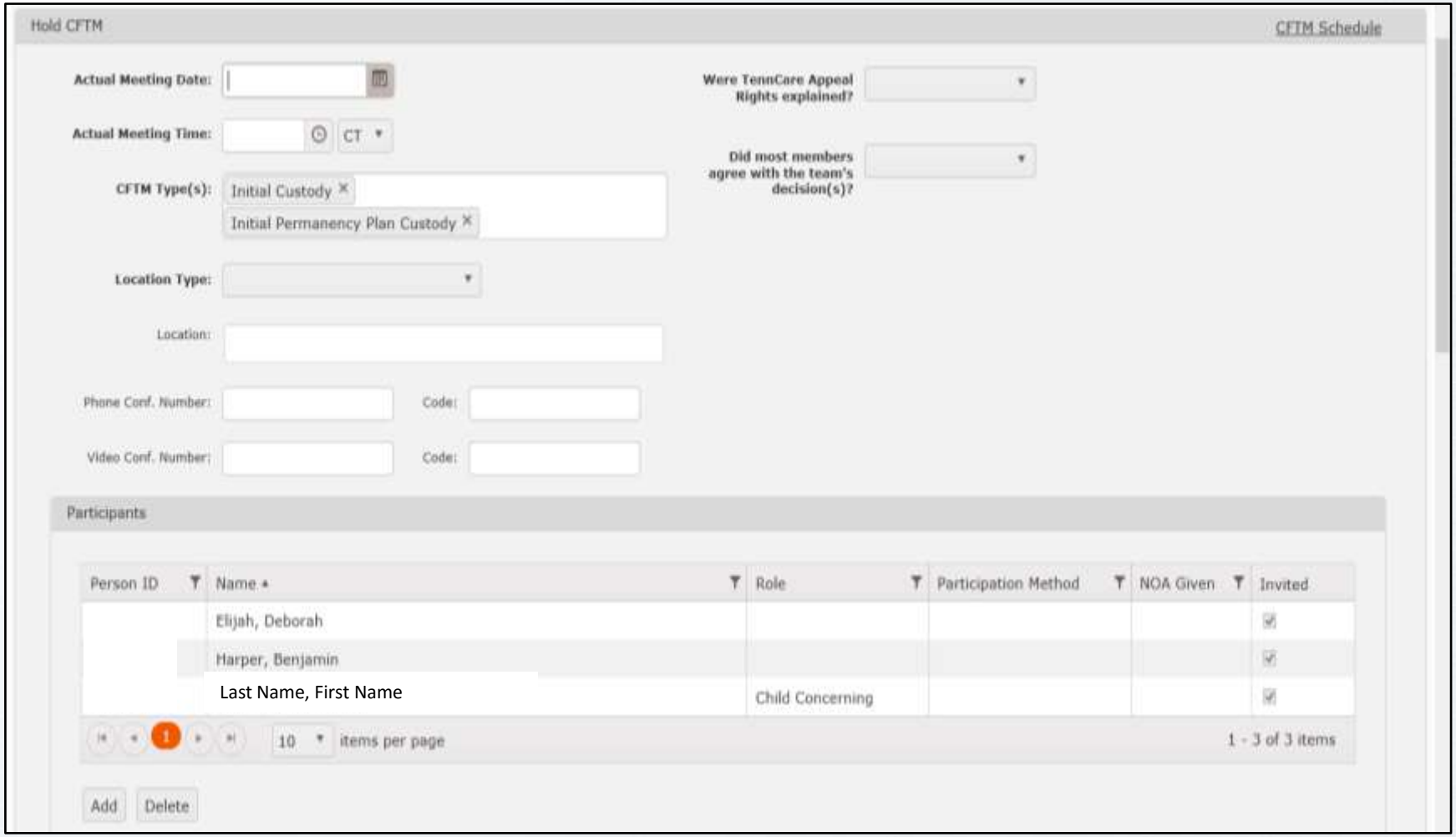
Hold a CFTM


Person Quick Links
Person Profile
Education
Health
Financial
Assessment History
Person Characteristics
Legal History
TFACTS History
Relationship History
AFCARS Summary
Scan Documents
Monthly Summary
Military History
Merge History
Person Association
Quick Actions:
Select an action...
Select an action...
Cancel CFTM
Hold CFTM
Reschedule CFTM
Schedule CFTM
Add External Assessment
Add Collateral Contact
Add Consultation
Add IPA
Electronic Cas
+more
select
1041603 - This will be a summary.
ID 2886655
select
igibility ID 317019 - This will be a
ID 2886655
April 2016
Su Mo Tu We Th Fr Sa
27 28 29 30 31 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
1 2 3 4 5 6 7
Close

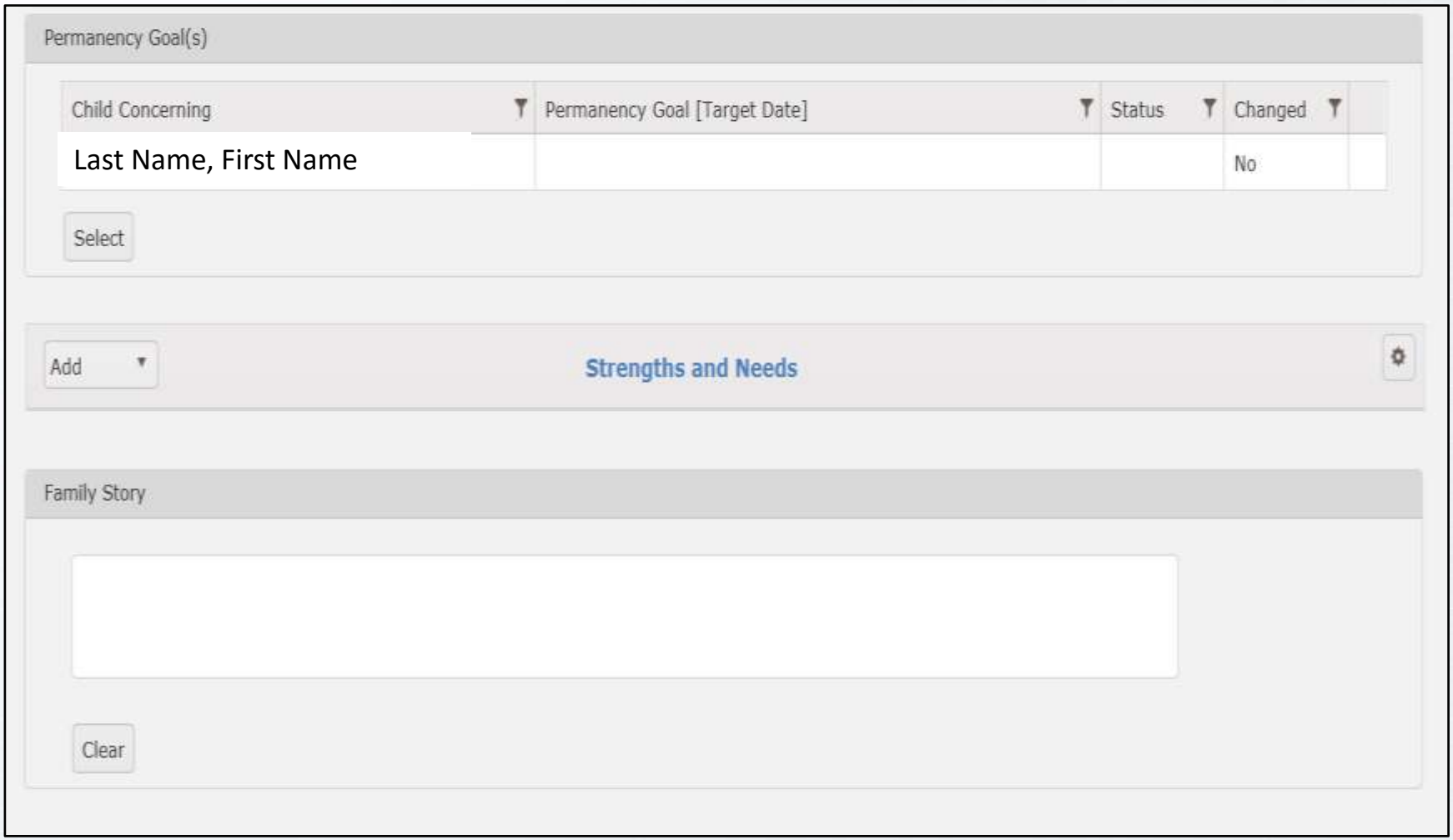
Hold a CFTM


Address:
KNOXVILLE, TN 37915
Age:
17 Yrs
Phone/Contact:
Employee:
No
Person Details
Person Profile
Person Characteristics
Scan Documents
Education
Legal History
Monthly Summary
Health
TFACTS Hist
Financial
Relationship
Assessment History
AFCARS Sum
Select CFTM to Hold
Schedule Meeting Date
CFTM Type(s)
04/20/2016 02:00 PM CT
Initial Permanency Plan Custody
Select
New
Person Association
Quick Actions:
Select an action...
April 2016
Su Mo Tu We Th Fr Sa
Electronic Case File
+more
select 04/20/2016 CFTM - Scheduled - CFTM ID 1041464 - This will be a summary.
12/07/2015 Placement - Completed - Case ID 2754147
Monthly Summary - Completed - Monthly Summary ID 38110 -

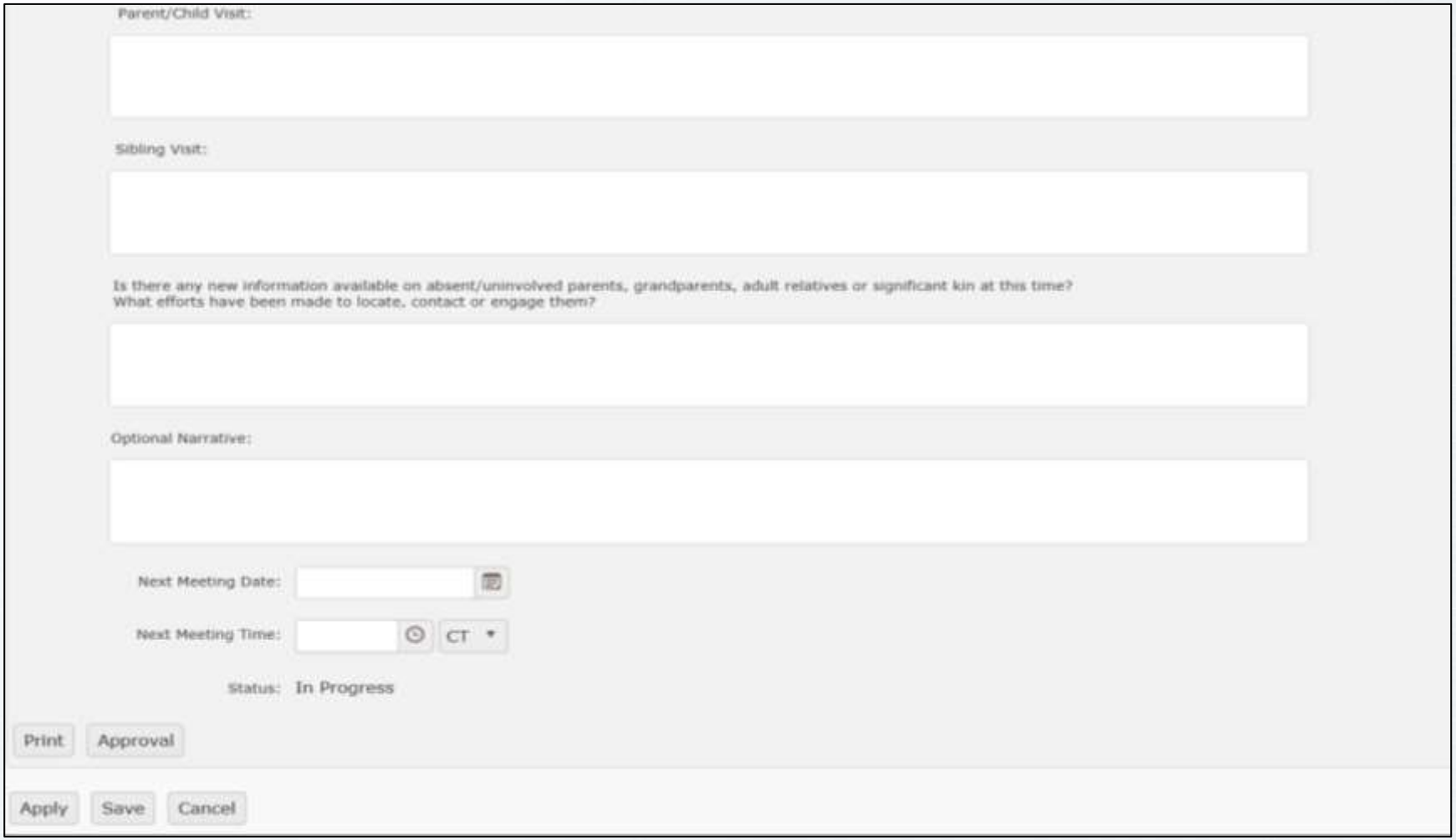
Hold a CFTM (Meeting Info. & Participants)



Hold a CFTM (Perm Goals, Strengths & Needs, Family Story)



Hold a CFTM (Visits, Efforts, Next CFTM)



QUICK ACTIONS:

External Assessments

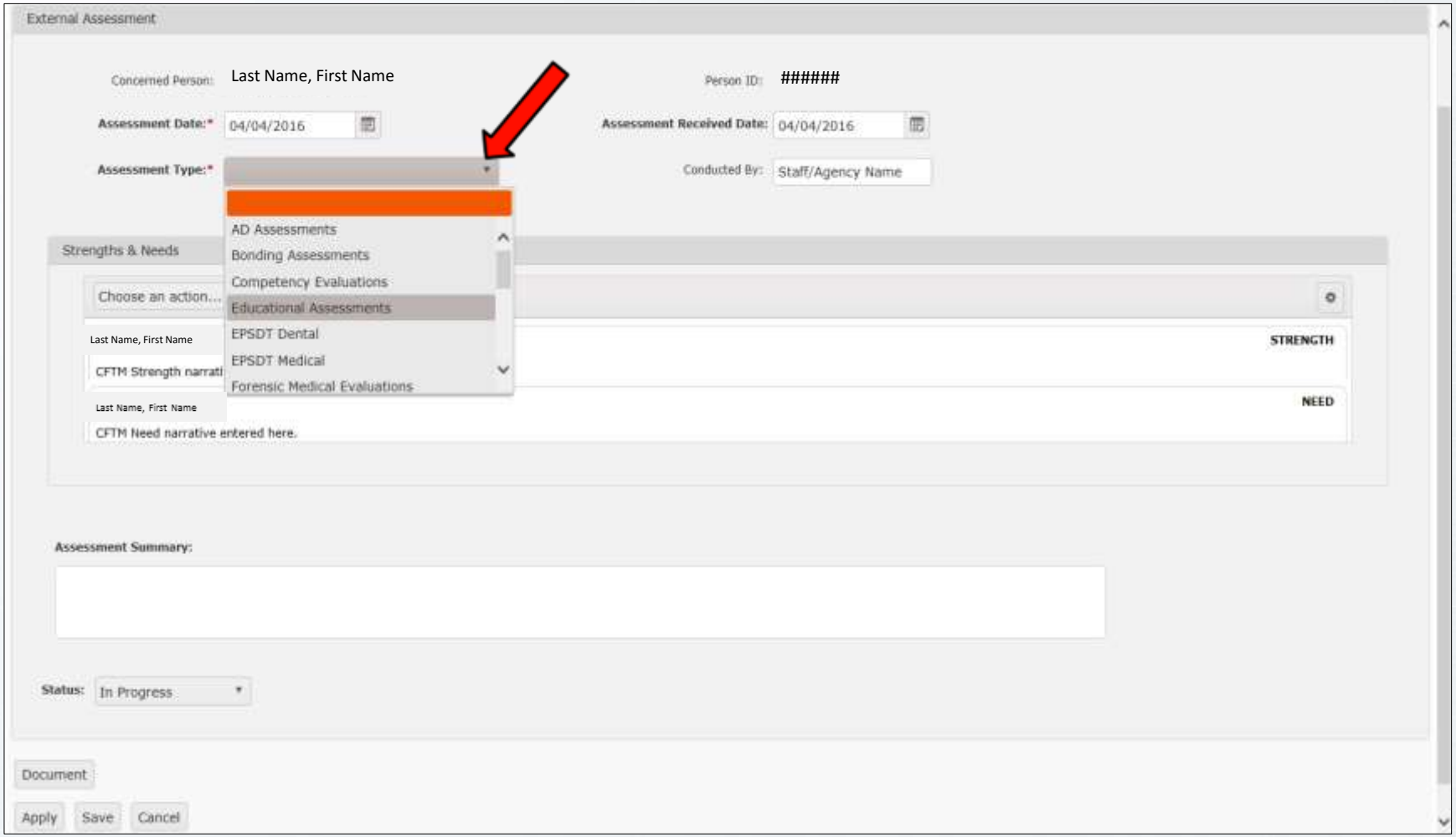
External Assessments

- Assessments that are completed by a non-DCS professional.
  - Allows staff to track information for assessments performed by sources outside DCS.
  - Strengths and Needs previously recorded for the Concerned Person will display on the External Assessment screen.
  - Narrative regarding the External Assessment may be typed into the Assessment Summary narrative field.
  - The Document button allows the assessment document to be uploaded to that External Assessment record.
  - Options for External Assessment include: Add, Delete, Update, Upload, and View.

Assessment Types

- AD Assessments
- Bonding Assessments
- Competency Evaluations
- Educational Assessments
- EPSDT Dental
- EPSDT Medical
- Forensic Medical Evaluations
- Forensic Psychological Evaluations
- IQ Testing Evaluations
- Mental Health Assessments
- Parenting Assessments
- Psychiatric Evaluations
- Psychological Evaluations
- Psychosexual Evaluations
- Sexually Focused Assessments
- Therapeutic Visitation Assessments
- Vocational Assessments
- Other Medical Evaluations
- Other Specialized Assessments

External Assessments



QUICK ACTIONS:

Collateral Contacts

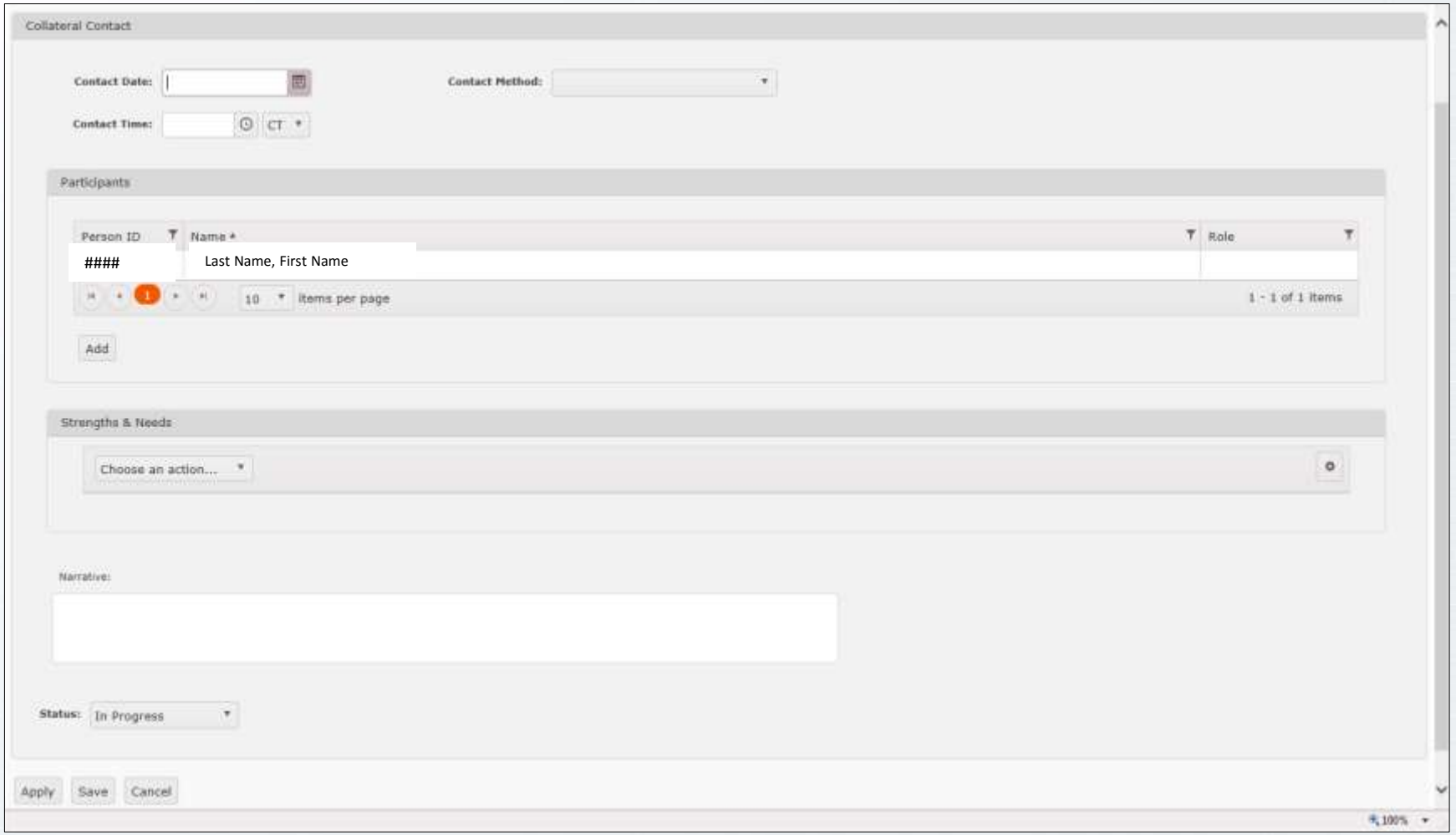
Collateral Contacts

- Collateral Contacts are conversations, by telephone, in-person, or in writing that the worker has with persons on behalf of the client.
- This includes any professional providing formal services (e.g., therapists, teachers) and others important to the client (e.g., neighbors, ministers).
- Collateral Contacts can be used to document Diligent Search Efforts. (Face-to-Face contacts will continue to be entered via Case Recordings)

Collateral Contacts

- Contact Methods for Collateral Contacts will include:
  - Attempted Call
  - Attempted Face to Face
  - Correspondence
  - DCS Not Present
  - E-mail
  - Face to Face
  - Mail
  - Missed Visit
  - Notation
  - Other
  - Phone
  - Video Conference

Adding Collateral Contacts



QUICK ACTIONS:

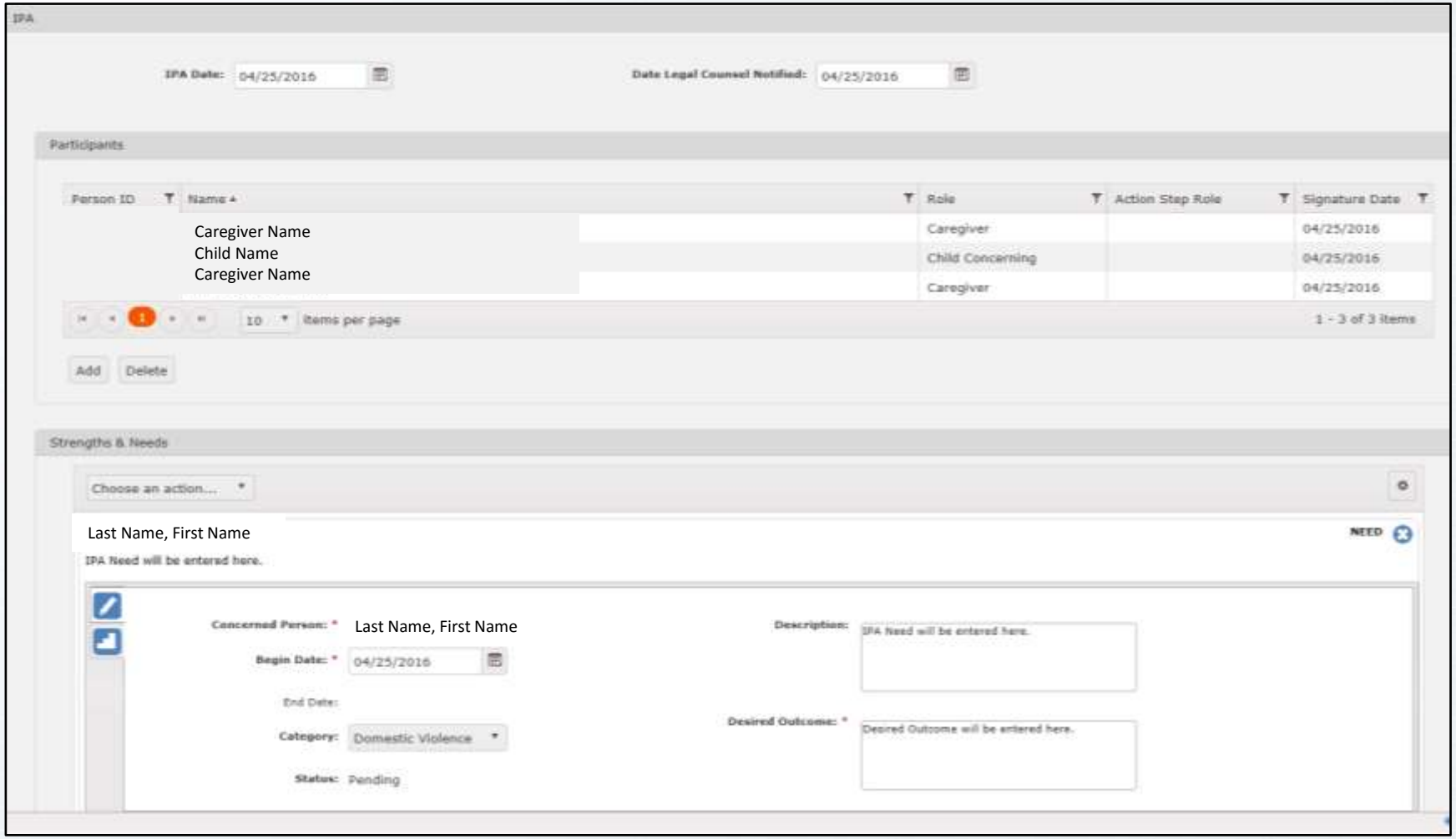
Immediate Protection Agreements (IPA's)

Immediate Protection Agreements

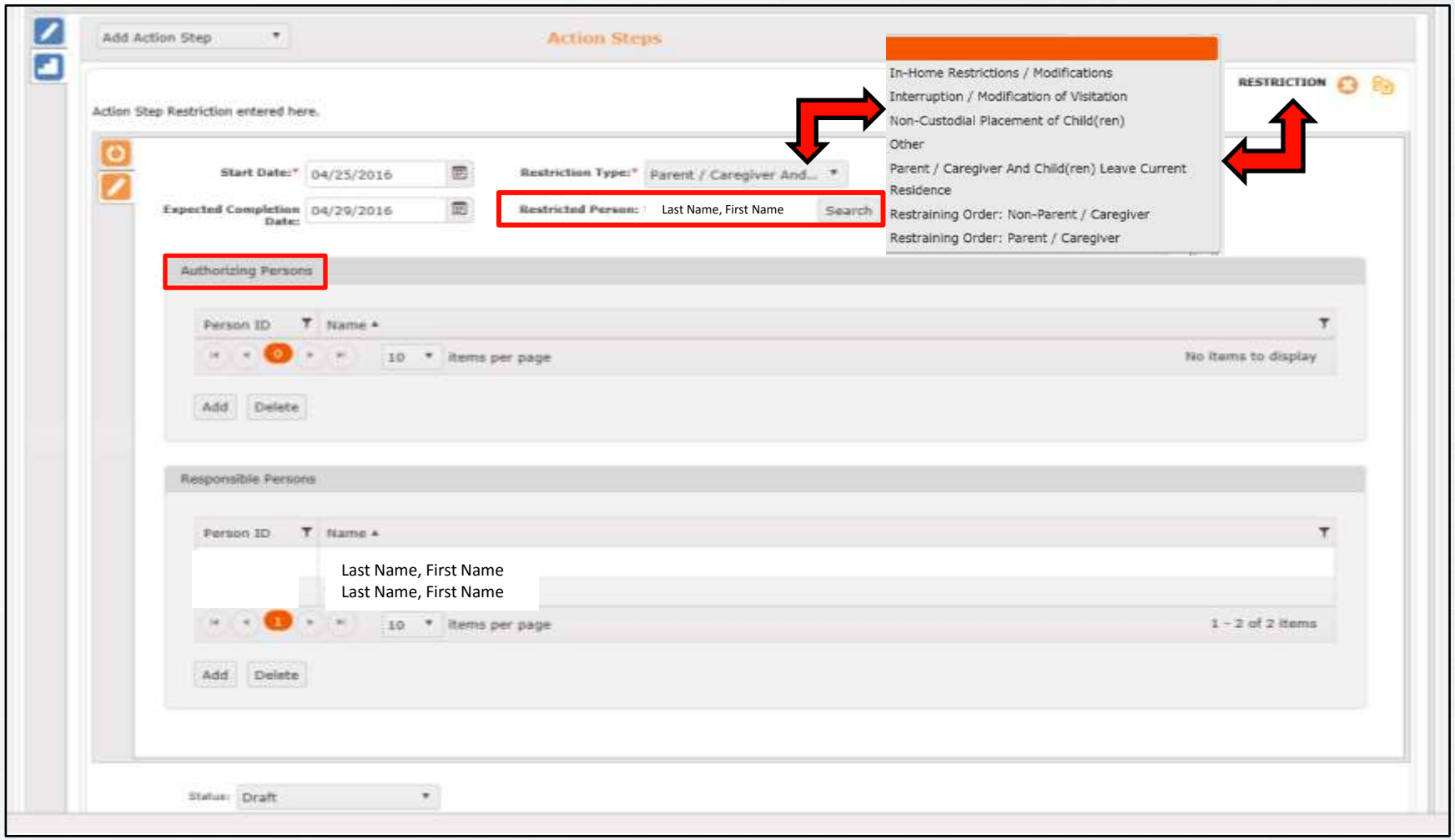
An agreement between Parent/Caretakers and DCS created when a parent/caretaker's access to the child needs to be limited due to concerns for the safety of the child.

- TFACTS will display any active Strengths and/or Needs for persons added to the IPA.
  - Can also add a new or update an existing Strength and Need from the IPA screen.
  - While the IPA is NOT a non-custody perm plan, the strength and need records created here will easily pull over to a perm plan so they will not have to be reentered.
- Options for IPA's include: Add, Delete, Update, and View.

Immediate Protection Agreements



Immediate Protection Agreements



QUICK ACTIONS:

Consultations

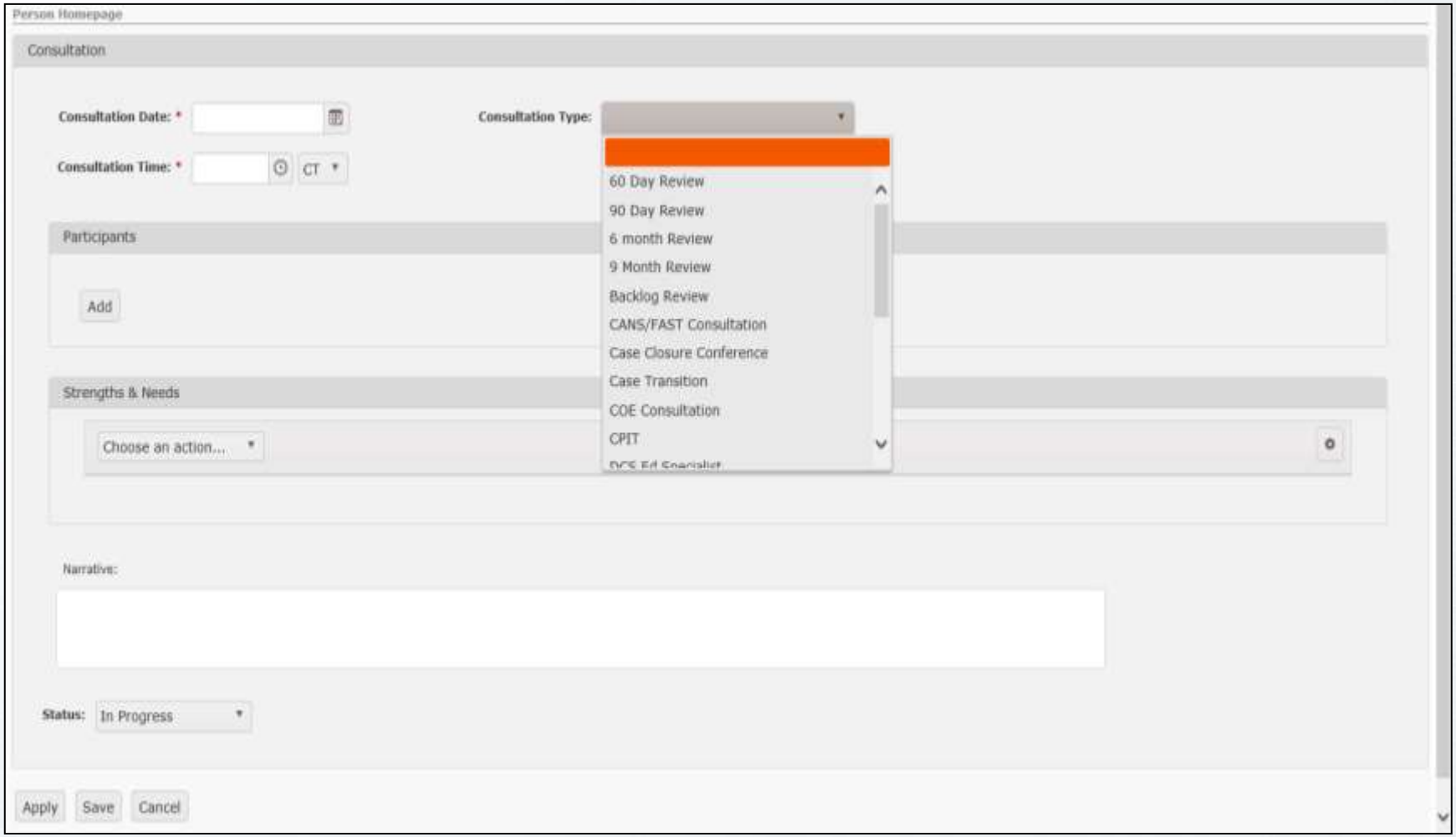
Consultations

- Consultations are conversations that take place between parties internal to DCS.
  - For example, a case manager may discuss specifics related to the progress of a concern with legal and from that conversation, new action steps and/or needs may arise.
- Case Consultations may result in updating actionable items, such as Strengths, Needs, and Action Steps associated with Needs.

Consultations Types

- 60 Day Review
- 90 Day Review
- 6 month Review
- 9 month Review
- Backlog Review
- CANS/FAST Consultation
- Case Closure Conference
- Case Transition
- COE Consultation
- CPIT
- DCS Ed Specialist
- DCS Nurse
- DCS Psychologist
- High Risk Review/Safety Plan Review
- Initial Custody Review/Health Unit Review
- Legal Consult
- Monthly Review
- MSW Review
- Severe Abuse Review
- Supervisor/CM Case Conference
- Other

Consultations

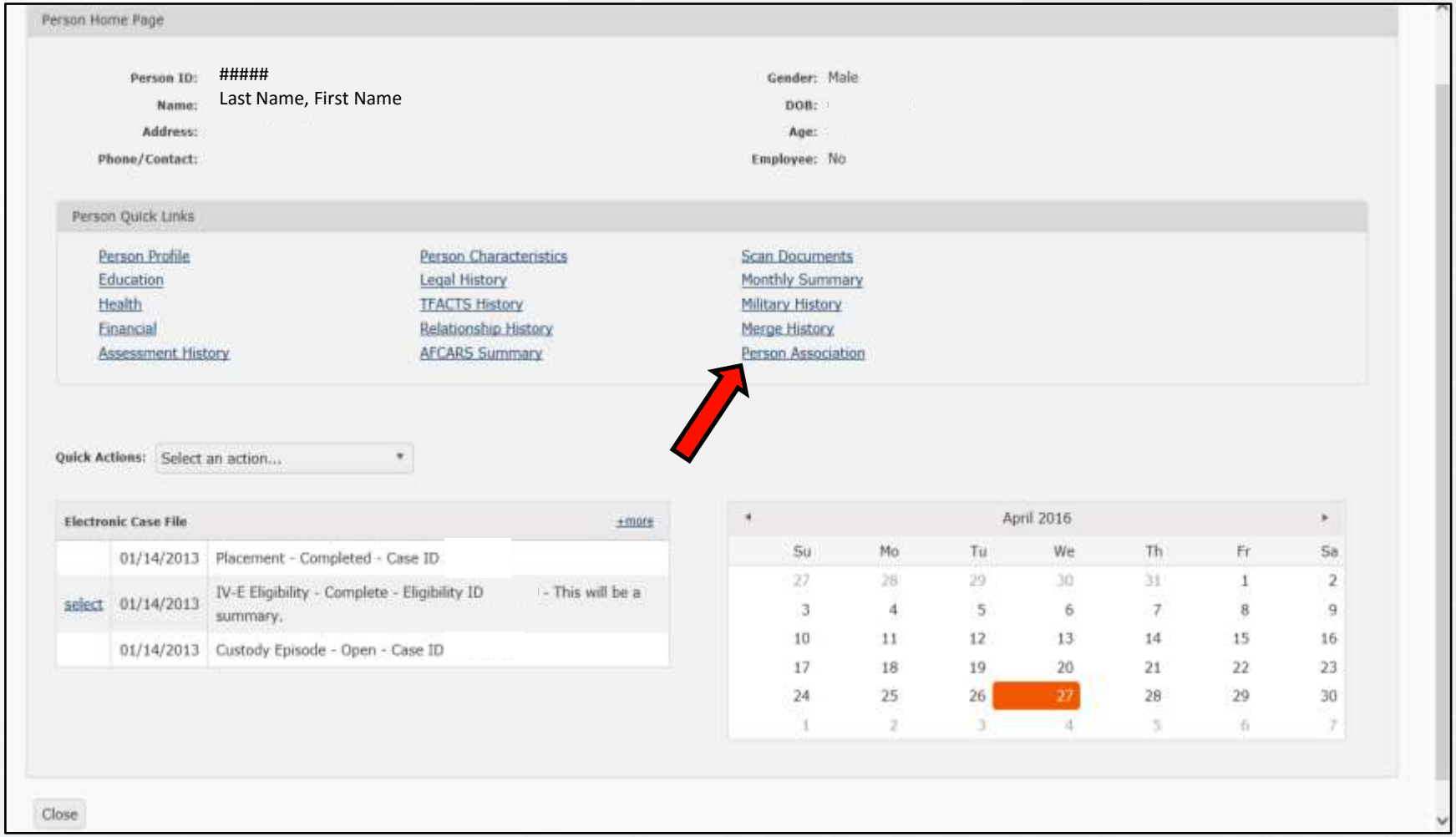


PERSON ASSOCIATIONS

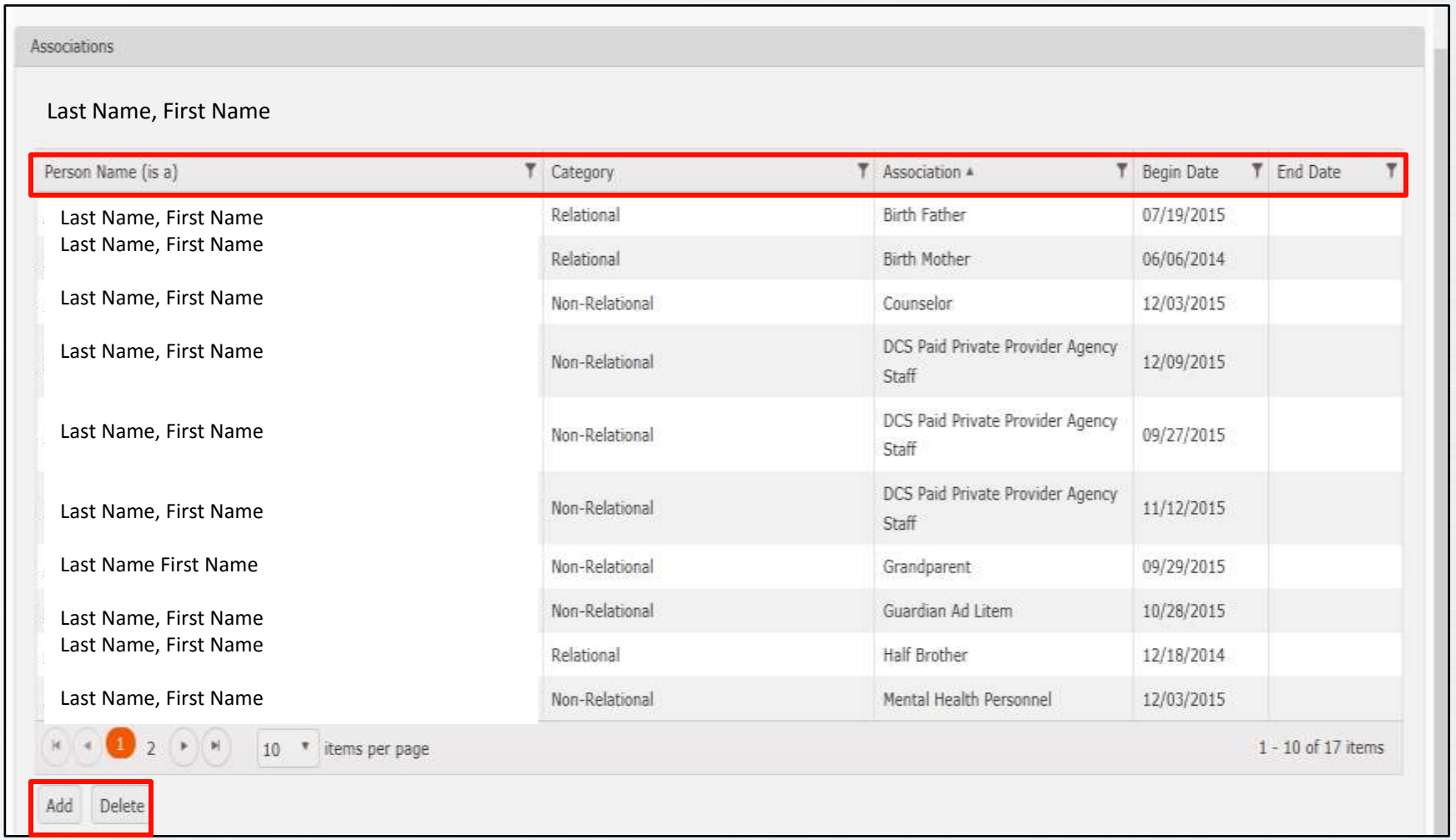
Person Association

- Persons associated together can easily be added to future actions.
- Associations will reciprocate as long as both persons have a gender listed in their Person Profile.
- Can choose between Relational and Non-Relational associations.

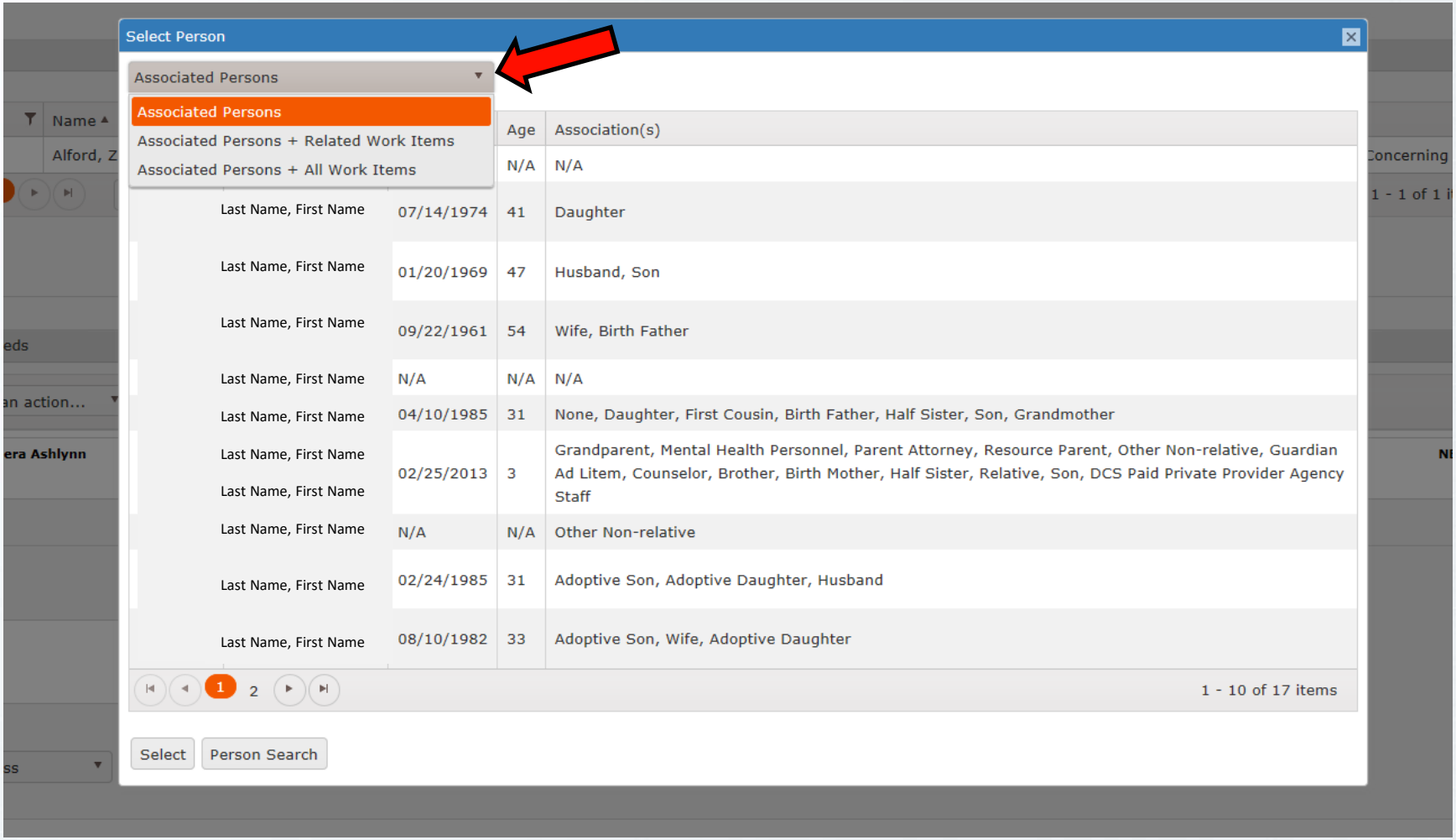
Person Association



Person Association



Adding an Associated Person to an Action



ELECTRONIC CASE FILE

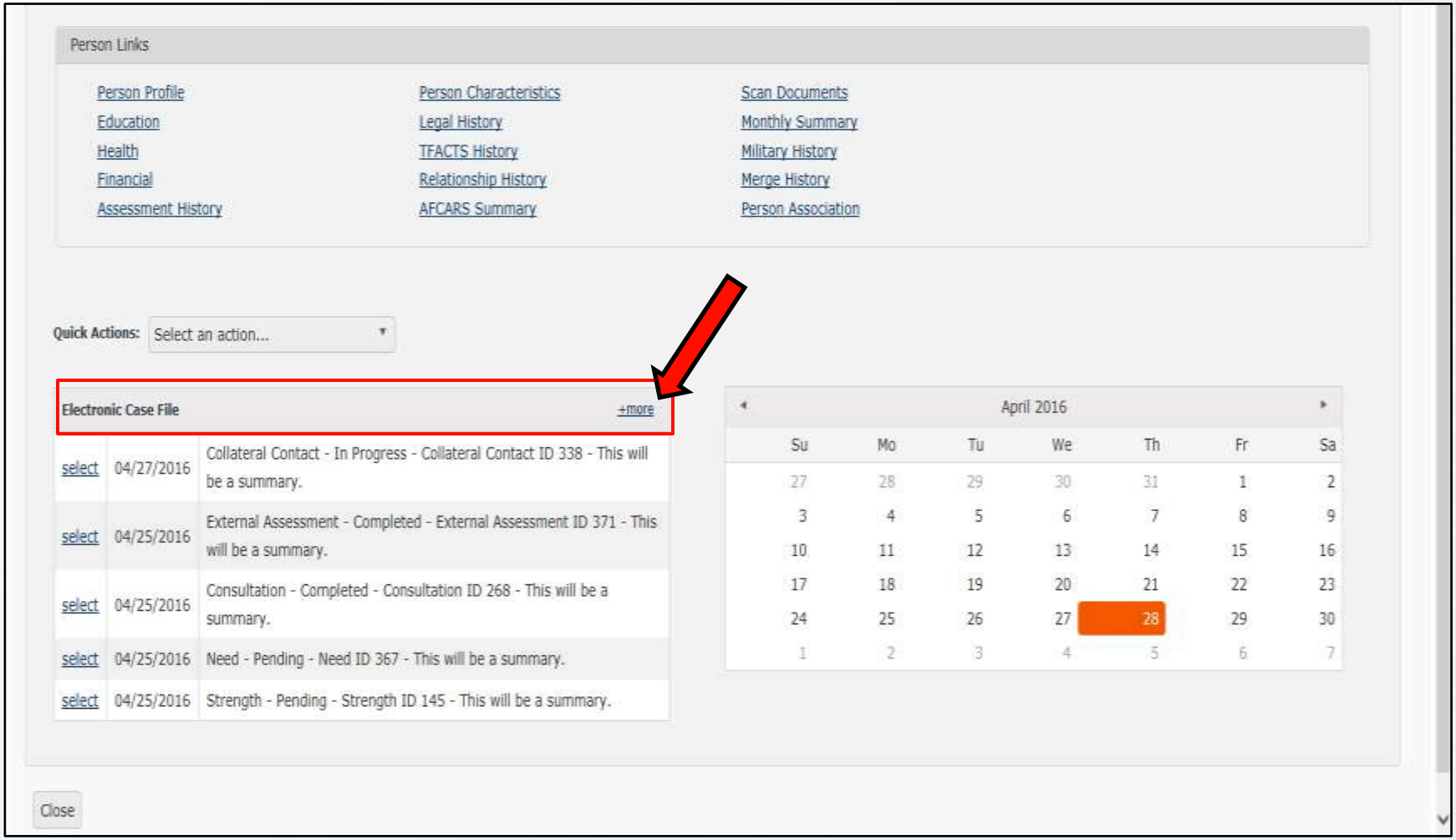
Electronic Case File

- Will display the most recent events/actions concerning the person on their Person Overview screen.
- Allows for easy completion of “In-Progress” actions .
- Security access will determine ability to open/view a file.
- Can be expanded to filter and search all events/actions connected to the person.
- Does not just display events/actions that are added from the Person Overview screen.

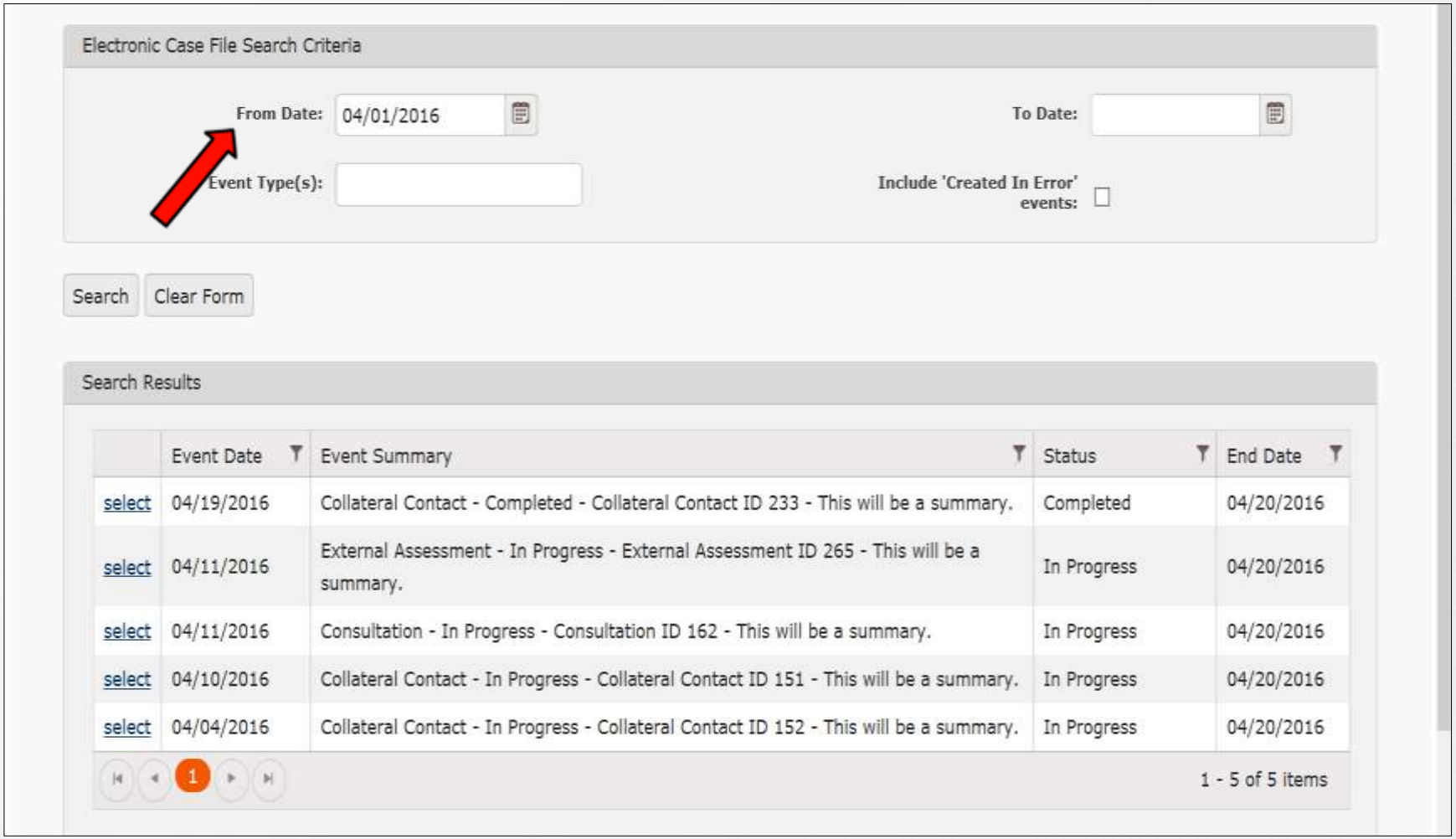
Electronic Case File Event Types

- CFTM
- CPS Case
- Case Service
- Collateral Contact
- Consultation
- Court Finding
- Custody Episode
- EFCS Program Eligibility
- External Assessment
- FAST Assessment
- FCIP Instance
- FSS Instance
- Family Story
- Home Study
- ICJ Instance
- ICPC Instance
- IL Program Eligibility
- IPA
- IV-E Eligibility
- Monthly Summary
- Need
- Permanency Goal
- Placement
- Relative Caregiver
- Resource
- Safety Assessment
- Strength
- Subsidy
- YLS Assessment

Electronic Case File



Electronic Case File



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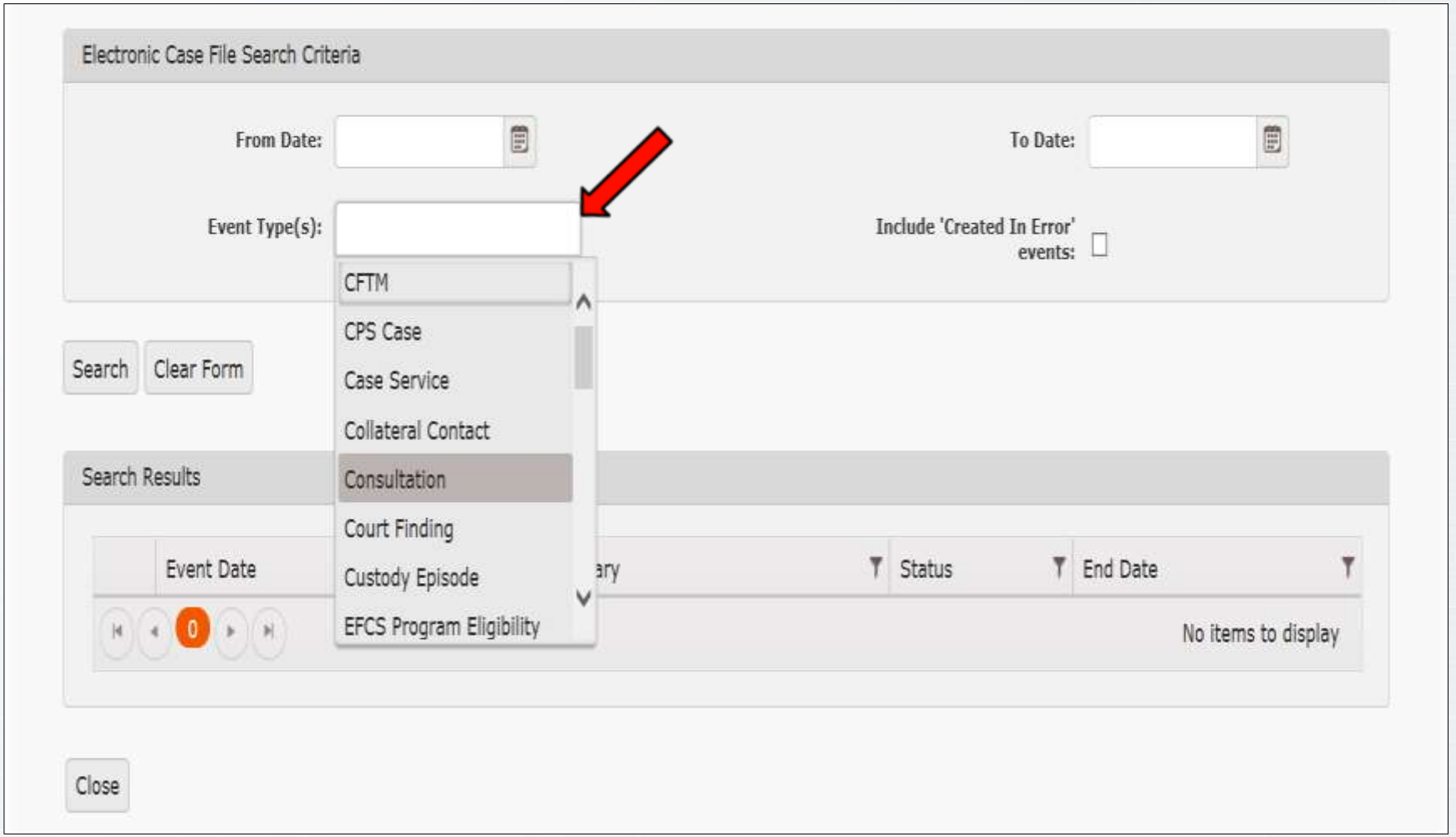
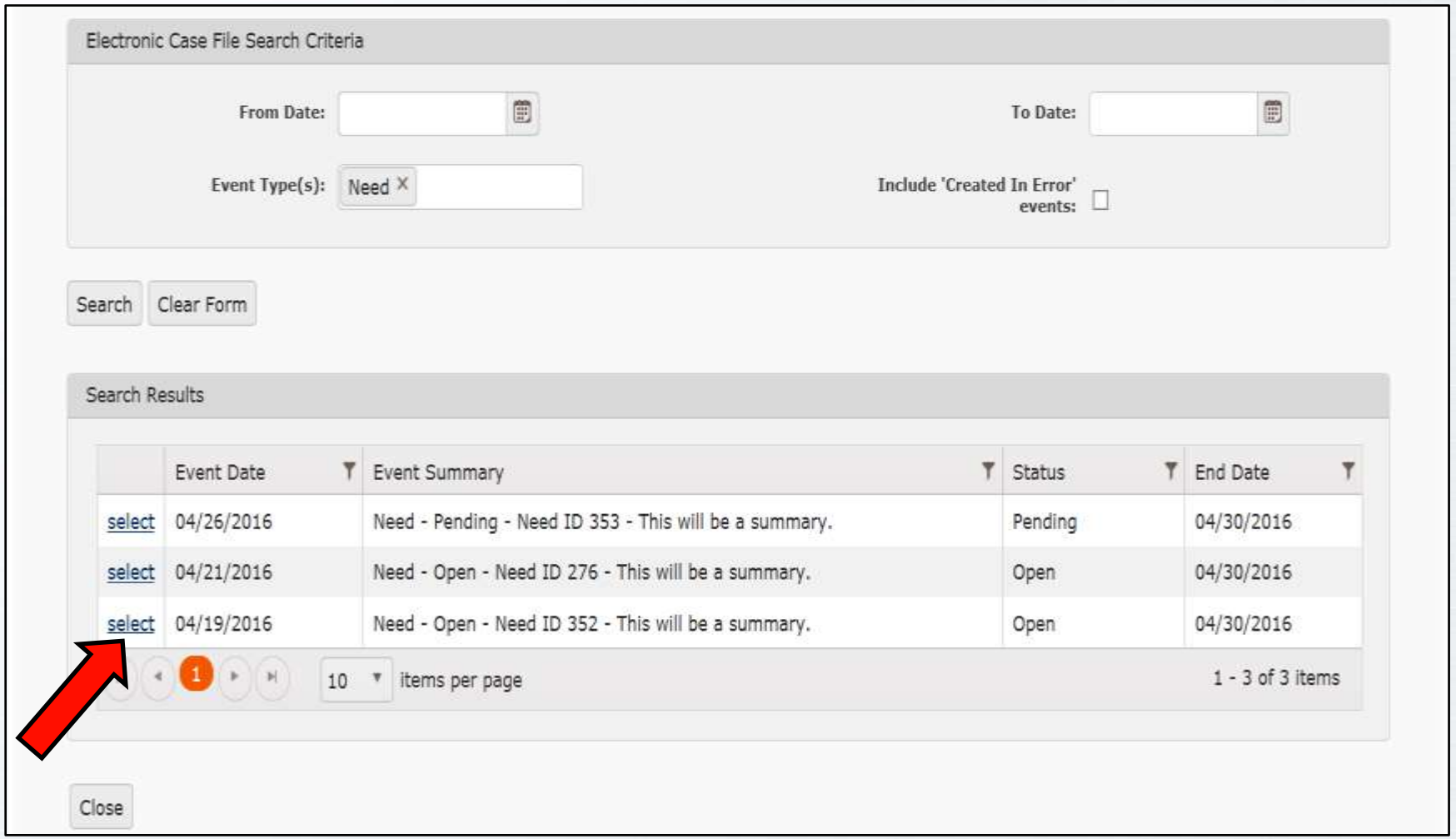
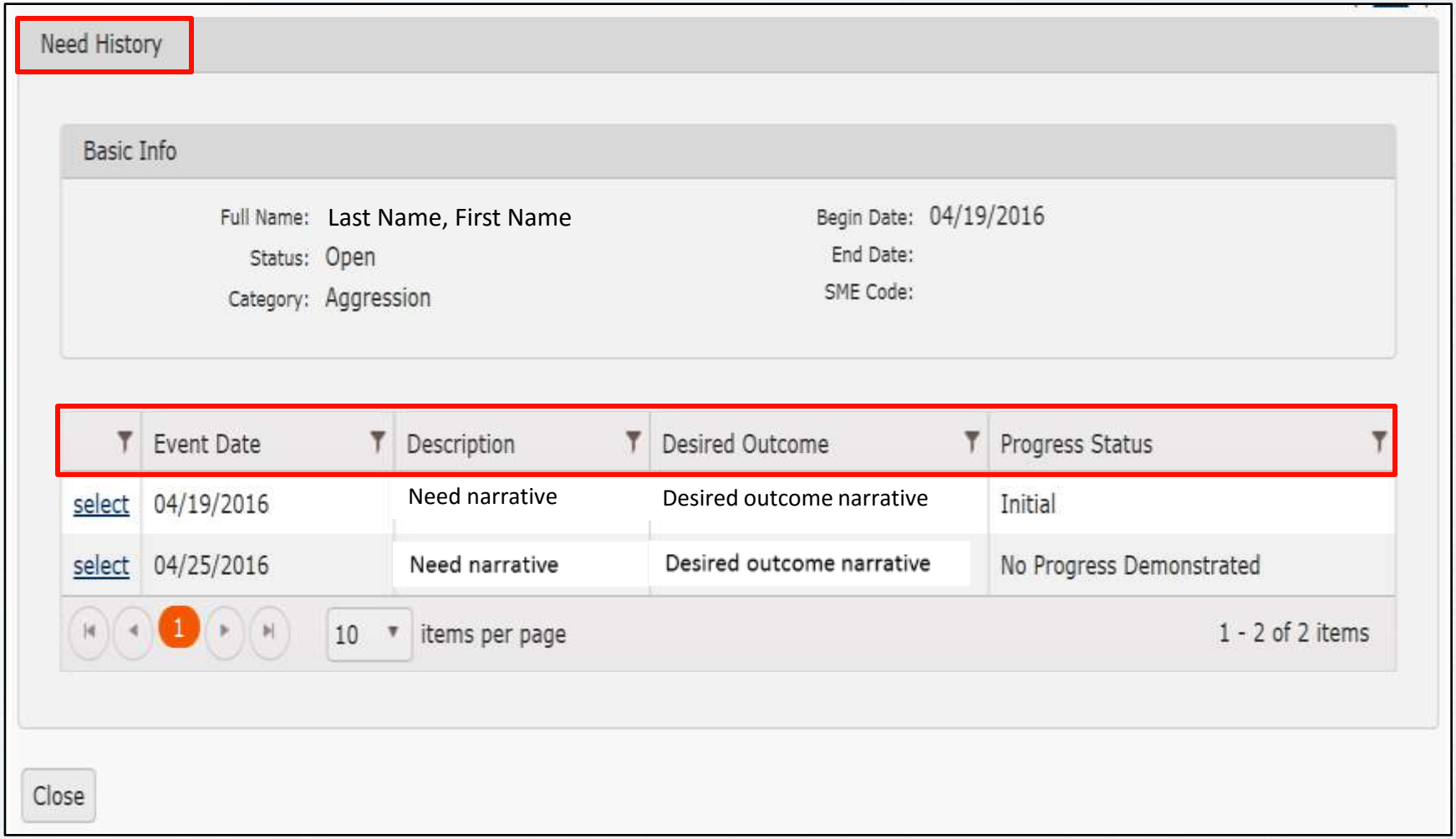


Electronic Case File – Tracking Strengths & Needs



Electronic Case File – Tracking Strengths & Needs



Coming in Phase 2

- Face to Face Contacts
  - Will be integrated into a separate object in TFACTS and will no longer be part of the Case Recording module.
- Targeted Case Management (TCM)
  - Derive the TCM elements based on the categorization of the needs and services
  - When those needs/services are reviewed (via a CFTM or some other means) the system will know that the activity was TCM-related.

Questions?

TFACTS Training & Support

- Grand Region TFACTS Trainers
  - West Grand: Deborah.Elijah@tn.gov
  - Middle Grand: Rolanda.D.Perkins@tn.gov
  - East Grand: Benjamin.Harper@tn.gov
- Regional FCCR's
  - EI_DCS_FCC_(name of region)@tn.gov
- Customer Care Service Desk
  - Toll Free: 888-853-4636
  - Local: 615-741-4636
  - Select "Option 2" for the TFACTS Service Desk

TN Department of Children's Services

THANK YOU